

Eastern Area Workforce Development Board
Workforce Innovation and Opportunity Act
Policy 16-12 Supportive Services

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Contact: Inquiries regarding this document should be directed to Administrative Staff of the EAWDB at (575)208-2210.

REFERENCES:

The WIOA of 2014; Office of Management and Budget (OMB) cost principles codified in 2 CFR Part 220, Part 225 and Part 230; NMSA 1978, Section 50-14-1 *et seq.*
[11.2.16.NMAC - N, 8-15-2012]

1. PURPOSE:

Provide information and direction for the service providers and Workforce Innovation and Opportunities Act (WIOA) Career Coaches (CCs) in the delivery of supportive services and define the process for the use of supportive services to eligible adult, dislocated worker and youth participants.

2. BACKGROUND:

The WIOA outlines the responsibility of the local boards in developing a policy to define supportive services available to the adult, dislocated worker (DW) and youth participants. Such services should not be otherwise available from other non-WIOA programs. Further, supportive services are based on need and participants are not automatically entitled to supportive services. Supportive services for adults, DWs, and youth shall include but not be limited to services such as transportation, child care, dependent care, housing, needs related payments, work clothing, incentives, stipends and other reasonable expenses approved by the contract manager or his/her designee that are necessary to enable an individual to participate in training and employment related activities authorized under WIOA. Local Boards, in consultation with the One-Stop partners and other community service providers are required to develop policy on supportive services that ensures resource and service coordination in the local area. Such policy should address procedures for referrals to such services including how such services will be funded from other sources. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the basic career services that must be available to adults and dislocated workers through the One-Stop delivery system.

3. DEFINITIONS:

Supportive Services means services that are necessary to enable an individual to participate in activities authorized under WIOA or the Wagner-Peyser Act.

4. ACTION

A. General Provisions

(1) All WIOA program applicants and participants shall be informed of paid and unpaid supportive services available through the local One-Stop system. This is to include services provided by the One-Stop partners, Service Providers and any applicable community resources.

(2) Supportive services may only be provided to individuals who are:

- (a) Participating in career or training services; and
- (b) Unable to obtain supportive services through other programs that offer such services

Supportive services may only be provided when they are identified as necessary to enable individuals to participate in WIOA provided activities.

(3) To ensure successful participation in the appropriate employment or training activities, program staff shall determine the supportive service needs of each individual to be enrolled. Such determination shall be based on the comprehensive assessment and is to include documentation of the participant's need to receive supportive services to be eligible to receive the services. The information shall be included in the customer's employment plan service strategy and case file as appropriate.

(4) The need for supportive services shall be included in the participant's Individual Service Strategy (ISS) or Individual Employment Plan (IEP) as appropriate. The file shall include information on availability of services through alternative means. When partner services are utilized coordination of services should be documented as appropriate.

(5) New Mexico Workforce Connection Centers and One Stop Service Providers shall periodically review the need for, and the receipt of, supportive services. Changes in supportive service needs are to be reflected in the assessment, ISS or IEP and noted in the counseling record as appropriate. Sound case management and timely participant contact are essential to ensuring completion of activities, and in meeting ISS/IEP goals and objectives.

(6) Prior approval for use of supportive services is required. Authorization for supportive services shall be made via the WIOA SUPPORTIVE SERVICES REQUEST AND APPROVAL FORMAT/GUIDELINES issued by the EAWDB or its replacement document(s) and approved by the WIOA contract manager or his/her designee. To request approval of supportive services for groups of participants, the board may also use or modify the SUPPORTIVE SERVICES REQUEST AND APPROVAL form or develop similar authorization forms. All required documents should be uploaded to the New Mexico Workforce Connection Center Online System (NMWCOS) and be submitted for processing and the appropriate service activity created in the NMWCOS. When the NMWCOS voucher system is utilized the voucher shall be created at that time. When the voucher system is utilized the contract manager or his/her designee is required to approve the voucher in the system and is the only services personnel with security access to do so. Approval of the voucher fulfills the contract manager's signature requirement on documents. Youth payment of supportive services will be made directly by the youth provider in agreement with the youth contract scope of work (SOW). Payments issued should have documentation uploaded to participant files. For payments issued directly to participants, proof of receipt of payment, such as signed copy of the check, should also be uploaded to the electronic record.

(7) A SUPPORTIVE SERVICES MODIFICATION or a similar form is necessary when there are changes in payment amounts or duration.

(8) Provision of paid WIOA supportive services shall be limited to twelve months after the date of WIOA exit in accordance with federal regulation.

(9) Supportive services requests and payment forms will be the EAWDB supportive services forms or their subsequent replacements. EAWDB forms shall not be modified without prior authorization from EAWDB board staff.

(10) Service Providers are responsible for tracking participant attendance, time keeping and related duties as appropriate. Educational/training institutions receiving ITAs must perform time keeping, participant activity tracking and related duties for participants receiving supportive services. For OJT employers, the reimbursement negotiated in each contract includes time keeping, reporting and other

related duties as specified in the OJT contract. These timesheets will be used for reimbursement for supportive services.

(11) Payments are not allowed for:

- Titled or deeded items when recovery of the expense is anticipated. Examples include: Utility or housing deposits, mortgage payments, homeowner's insurance, property taxes, car payments, purchase of vehicles, fines and late fees;
- Expenses incurred prior to enrollment in a WIOA program;
- Business start-up costs;
- Membership Fees or;
- Monthly Internet or phone service bills except as noted below:

Supportive services funds may be used to purchase equipment or devices such as jetpacks or other hot spot devices to allow for participation in employment or training related activities. Hot spots or connectivity devices that allow for data to be purchased in limited, quantifiable amounts are preferred. Purchase of additional data must be supported by progress in activities assigned. Reimbursement for data charges on cell phones used as hot spots are allowable for up to 50% of the price of the data plan. However, individuals on a shared data plan will be reimbursed for up to 25% of the cost of the data plan so long as there is evidence in the file that the data plan was increased to accommodate employment or training activities. No monthly cell phone or internet bill from service providers will be allowed. All documentation for the services must be maintained in the participant's electronic file.

B. ADULT AND DISLOCATED WORKER SUPPORTIVE SERVICES

Supportive services available to adult and dislocated workers include but are not limited to services such as linkages to community services, legal aid services, reasonable accommodations for individuals with disabilities, transportation, child care, dependent care, housing, needs related payments, work clothing, tools and other reasonable expenses approved by contract manager or his/her designee that are necessary to enable an individual to participate in training and employment activities authorized under WIOA Title I. NOTE: Stipends and incentives are not allowable supportive services for adults and dislocated workers. The Career Coach (CC) must establish the need for the supportive service, include the need in the individual's employment plan. The CC must verify and document that the individual is not receiving assistance nor is eligible to receive assistance for support from any other source and include documentation in the electronic file and counseling record as detailed in sections 3 & 4 above.

The EAWDB requires adult/DW service providers to utilize the NMWCOS Voucher System for generation and approval of obligations as well as document transmittal and review of contracts. Therefore, in keeping with sound accounting principles, security access for voucher approval in the system is limited solely to the contract manager, his/her designee and the board's NMWCOS administrator (for corrections). The approval of the voucher by the contract manager or his/her designee shall therefore constitute approval of the service and obligation. The service provider contract manager may institute a more restrictive funding limit for this service.

Supportive Services for adults and dislocated workers are those services defined in WIOA, and may include but are not limited to services such as:

- linkages to community services;
- transportation;

- transportation purchases;
- childcare, dependent care;
- housing;
- Needs related payments
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Bicycles;
- Referrals to health care;
- Assistance with work attire, work related tool costs including such items as eyeglasses and protective eye gear;
- Assistance with car repairs to allow individuals to participate in work or training related activities not to exceed five hundred dollars (\$500.00) or the value of the car whichever is less (must have an invoice or receipt for actual services not an estimate);
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training related applications, tests and certifications.
- Other reasonable expenses that are necessary

**Note: Automotive repair services must include documentation of ownership and value of the vehicle.

(1) Transportation, Commuting Assistance and Temporary Shelter

The EAWDB has established the following procedures for determining transportation, temporary shelter and commuting assistance consistent with state policy.

(a) Transportation assistance and commuting assistance

- i. Mileage Reimbursement – For individuals requiring assistance utilizing their personal vehicle. 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. The service provider contract manager may institute a funding limit to this service.

- ii. Individual Rides

In cases where public transportation is not available or not feasible assistance may be provided in the form of Van Pool Expenses, Taxi, Uber or Lyft fares. This type of assistance for individuals enrolled in classroom training activities is limited to days attending training. For individuals participating in Work Experience, Transitional Jobs or On the Job Training (OJT) the full cost of transportation will be paid up to the time the first check is received. After that, the costs will be reimbursed based on receipts and timesheets at a maximum level of 50% or \$50.00 per week whichever is higher. Financial guidance and planning for permanent transportation solutions should be included in the participants service strategy.

This will be the EAWDB's primary transportation supportive service for participants not receiving any assistance from any other source. A Transportation and Child care support request form or its subsequent replacement must be completed and uploaded to the NMWCOS and the appropriate supportive service activity and voucher created.

(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 lack of assistance would hinder the individual's participation or completion of authorized WIOA activities.

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 as reflected on the ITA cost sharing document.

Housing assistance requests must be submitted on the EAWDB Housing Supportive Service Request Form or its subsequent replacement form and the appropriate NMWCOS activity and voucher created.

(c) Exclusions

Housing assistance is subject to funding availability and shall not be provided to adults and dislocated workers when limited funding priority is in effect.

(2) Child Care

(a) Child Care reimbursement eligibility: Childcare assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been documented in their ISS. Need is defined as total family income at or below 150% of the Lower Living Standard Income Level (LLSIL) for the program year. 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 documentation that other resources are not available (including family members) must be supplied. Child care assistance must be submitted on the EAWDB Transportation and Child Care support form or its subsequent replacement and the appropriate NMWCOS supportive service activity and voucher created.

Child Care assistance is subject to funding availability and shall not be provided to adults and dislocated workers when limited funding priority is in effect.

(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 (\$30.00) 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 reimbursements, 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 services. In the presence of partial funding from another source such as CYFD, WIOA will only pay the remaining balance. The service provider contract manager may institute a more restrictive funding limit for this service or a total prohibition of this service in the presence of limited funding.

CCs 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.

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 per child 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 certification or license shall be provided to the CC and maintained in the participant's file.

(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 (\$350.00) for minor health or medical-care service may be provided to participants enrolled in a WIOA funded training activity that requires such assistance in order to participate in the program. The participant must provide proof of need (statement from health care provider, medical practitioner or training provider). 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 *as outlined above*. 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. For a participant to receive reimbursement for these services he/she must submit a paid invoice/receipt from the medical provider and the receipt must be submitted.

Medical assistance requests must be submitted on the EAWDB Housing and Medical Health Care form or its subsequent replacement and the appropriate NMWCOS supportive service activity and voucher created.

(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 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 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.

(5) Needs–Related Payments. Needs-related payments provide financial assistance for the purpose of 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 limited funding priority is in effect. Eligibility requirements for adults and dislocated workers to receive needs-related assistance are as follows [§CFR 680.950-680.990];

(a) Adults must:

(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) Dislocated Workers must;

(i) Be unemployed, **and**

- have ceased to qualify for unemployment compensation or trade readjustment allowance under the Trade Adjustment Assistance Act (TAA) or the North American Free Trade Agreement (NAFTA)-TAA due to no fault of their own; **and:**
 - be enrolled in a program of training services as specified under WIOA 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,**

(ii) Or be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA or NAFTA-TAA.

(iii) Additional eligibility requirements – In addition to the requirements above a dislocated worker who has ceased to qualify for unemployment compensation may be eligible to receive assistance under needs-related payments only if the worker was enrolled in the training services;

- by the end of the 13th week after the most recent layoff that resulted in a determination of the eligibility for dislocated worker employment and training activities; or
- if later, by the end of the 8th week after the worker was informed that a short-term layoff will exceed 6 months.

Note: Needs-related payments may be provided to a participant waiting to start training classes if the participant has been accepted to a training program that will begin within 30 calendar days. Documentation of acceptance and start date must be contained in the file.

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

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

(i) WIOA states that for adults’ local boards shall establish the level of needs related payments. The EAWDB has established that the needs related payment level for adults and dislocated workers will be the same.

(ii) For dislocated workers, 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 for up to two children with maximum weekly adjustment of \$50.00.

(iii) Calculation

(a) Adults – For unemployed adults in need of and approved for needs related payments the HHS poverty guidelines for a family of 1 as published by NMDWS in the applicable program year (PY) Income table will be the base line. This figure will be divided by 52 weeks and adjusted by \$25.00 per week per child up to two dependent children under the age of 18. Documentation of dependent status and age must be obtained. The applicable income table must be maintained in the file.

Sample calculation from PY 16 income table: Jane is a single mother of 4 in training to be a nurse and is having trouble paying her rent while in school and will receive a needs related payment during PY 16.

HHS Poverty Guideline = \$11,880 / 52 weeks = \$ 228.46 + \$50.00 (2 children) = \$278.46 for the eligible needs related payment amount.

- (b) Dislocated Workers – Dislocated worker needs related payment amounts must not exceed the greater of either the weekly unemployment compensation amount or the HHS poverty level amount adjusted for family size as stated above. Therefore, CCs must obtain verification of UI payment amounts and calculate the eligible amount based on the applicable HHS poverty guideline following the instructions for the calculations for adults. The individual is eligible for up to the amount of the greater value of the two. The appropriate income table, the calculation and the UI verification must all be uploaded and maintained in the file.

Needs related Payments assistance must be submitted on the EAWDB Training and Employment Needs Related payment support form or its subsequent replacement and the appropriate NMWCOS supportive service activity and voucher created.

(6) 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;
- Legal aid services;
- Reasonable accommodations for individuals with disabilities;
- Safety equipment for employment related activities;
- Testing fees, including HSE testing and sitting fees;
- Fingerprinting for employment opportunities or licenses where it is required;
- Licensing fees;
- Assistance with car repairs to allow individuals to participate in work or training related activities not to exceed five hundred dollars (\$500.00) or the value of the car whichever is less (must have an invoice or receipt for actual services not an estimate); and
- In cases where no other means of transportation is available and employment and/or training activities are within a reasonable distance for bicycling (20 miles each way) then a bicycle can be purchased with support for need established in the plan,
- And training related needs not provided by the training provider including but not limited to: book rentals, tools not available through the training provider, tablets or laptops required for training, book purchases through sources other than the training provider and prerequisite drug screening for individuals accepted into a training program requiring drug testing.
- Internet accessibility equipment or devices
- Electronic equipment required by training providers for participation in activities such as occupational skills training, HSE or basic skills training etc. may be purchased through the training provider or their recommended source so long as the need is reflected by the training provider and included in the participant's plan.

Title I service providers may also purchase equipment for issue to customers for participation in other aspects of training such as workshop participation, leadership development, occupational exploration, online applications, testing etc. as needed. If so, the equipment issuance must be tracked and must be able to be disabled by the service provider (e.g. where's my iPad) or have software installed that allows for the equipment to become nonfunctional if lost or not returned. The issue tracking must include the: model number, serial number, issue date, and a signature from the participant acknowledging receipt of the equipment. Equipment purchased by the Title

I service provider is limited to \$500.00 per item. Upon successful completion of the program the equipment may be retained by the participant.

The request for approval of other supportive services must be submitted on the Request for Training and Employment related supportive services form or its subsequent replacement and the appropriate NMWCOS activity and voucher created.

**Note: Automotive repair services must include documentation of ownership and value of the vehicle.

(7) Supportive Service Payments: The local board has adopted, as is, the supportive procedures referenced herein.

(1) Direct Payment to Participants.

The appropriate Supportive Services Request and Approval forms shall be used to authorize supportive services payments for participants enrolled in training. Documents are to be uploaded to NMWCOS and reviewed as part of the voucher approval process by the contract manager or designee. Supporting payment documentation e.g. timesheets, receipts, etc. must be uploaded prior to submitting a request for payment. Requests for payment are to be submitted to the board's Fiscal Agent (FA) through the NMWCOS with a notification email sent to payments@nmwcc.com. The FA will review the documents and process them for payment, then enter the payment along with the check number and date into the NMWCOS. Checks will then be sent to the offices for distribution to the customer. Documentation of receipt of payment by the participant such as a signed copy of the check shall be obtained, uploaded and maintained in the participant's electronic record.

(2) Payment to Vendors and Service Providers. For payment to supply vendors and providers of medical care, and other health care services, the vendor must agree to accept WIOA as payment. Payments to vendors or service providers may be made on a billed/invoiced basis and pre-paid. The check will be processed and returned to the office for payment to the vendor. Documentation of proof of receipt should be obtained, uploaded and maintained as part of the record.

For certain types of supportive services such as testing fees etc., the information on the type of fee, amount and date required will be obtained and a request processed to the FA for issuance of a check payable to the vendor for those fees. The check will then be processed by the FA paid against the voucher and sent to the CC for distribution to the customer. Documentation of receipt of the payment must be obtained from the vendor and uploaded to the NMWCOS. Otherwise these payments will be treated as reimbursements to the participant's and will follow the guidelines established in (1) above.

For services that will utilize pre-payment, the CC will create the Supportive Services contract and the Pre-Paid Participant Expenditure form (prepaid form). They will then submit a request to the Adult/DW Coordinator for review and approval of the documentation. Once approved, the signed forms, and supporting documentation is submitted as a single electronic file to the FA. The file is uploaded into the participants WCOS document file and case noted. The EAWDB FA is the only individual authorized to approve expenses charged to the EAWDB Pre-Paid Credit

Card. In his/her absence, the EAWDB Program Manager may approve charges. Once the documentation is reviewed and the FA has verified available funding, the FA will authorize the Adult/DW Coordinator permission to charge the expenditure to the credit card. Once charged, the receipt along with any other payment documentation will be uploaded to the participant's WCOS electronic file and emailed to the EAWDB FA and EAWDB Financial Manager for expenditure tracking.

Pre-paid expenses cannot be paid directly to individuals. Expenditures must be timely and necessary, and need be documented in the participants ISS/IEP Plan. The availability of the Pre-Paid Expenditure option does not guarantee approval of the expense. At no time, may an expense be charged without prior authorization from the FA. All documentation surrounding the transaction must be maintained in the participant's electronic file.

C. YOUTH SUPPORTIVE SERVICES

Supportive services available to youth are included below and must be reasonable expenses approved by contract manager or his/her designee that are necessary to enable an individual to participate in training and employment activities authorized under WIOA Title I The Career Coach (CC) must establish the need for the supportive service and include the need in the individuals' employment plan.

To prevent the duplication of costs and efforts, participants first must exhaust all related available services before WIOA supportive services will be authorized. The CC must verify and document that the individual is not receiving assistance nor eligible to receive assistance for support from any other source and include documentation in the electronic file and counseling record as detailed in sections [4(A)(3-4)]above. Case notes in the file shall include information on all efforts made to identify alternative funding sources, what referrals were made and what services are not available locally. All documents pertaining to supportive services must be maintained in the participant's file.

The EAWDB requires the youth services provider to utilize NMWCOS Voucher System for generation and approval of supportive service obligations as well as for document transmittal and review of contracts. Therefore, in keeping with sound accounting principles, security access for voucher approval in the system is limited solely to the contract manager, his/her designee and the board's NMWCOS administrator (for corrections purposes only). The approval of the voucher by the contract manager or his/her designee shall therefore constitute approval of the service and obligation.

Supportive Services for Youth are those services defined in WIOA, and may include but are not limited to services such as:

- linkages to community services;
- transportation;
- transportation purchases;
- child care, dependent care;
- housing;
- Needs related payments for youth 18-24;
- Assistance with educational testing;
- Reasonable accommodations for youth with disabilities;
- Legal aid services;
- Car Repairs;
- Bicycles;

- Referrals to health care;
- Assistance with work attire, work related tool costs including such items as eyeglasses and protective eye gear;
- Assistance with car repairs to allow individuals to participate in work or training related activities not to exceed five hundred dollars (\$500.00) or the value of the car whichever is less (must have an invoice or receipt for actual services not an estimate);
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training related applications, tests and certifications.
- incentives, stipends, and other reasonable expenses approved by the contract manager or his/her designee that are necessary to enable an individual to participate in training and employment activities authorized under WIOA.
- Other reasonable expenses that are necessary

****Note:** Automotive repair services must include documentation of ownership and value of the vehicle.

(1) Transportation, Commuting Assistance and Temporary Shelter

The EAWDB has established the following procedures for determining transportation, temporary shelter and commuting assistance consistent with state policy. The contract manager may institute a funding limit for this service.

(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. Reimbursement will be based on map miles and must be supported by attendance records. The documentation of mileage must be maintained in the participant file

The CCs will calculate amount of support allowable based a reimbursement rate of \$0.25 per mile.

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.

(b) Individual Rides

In cases where public transportation is not available or not feasible assistance may be provided in the form of Van Pool Expenses, Taxi, Uber or Lyft fares. This type of assistance for individuals enrolled in classroom training activities it is limited to individuals with no alternative means of transportation and shall not exceed \$50.00 per week. For individuals participating in Work Experience, Transitional Jobs or On the Job Training (OJT) the full cost of transportation will be paid up to the time the first check is received. After that, the costs will be reimbursed based on receipts and timesheets at a maximum level of 50% or \$50.00 per week whichever is higher. Financial guidance and planning for permanent transportation solutions should be included in the participants service strategy with goals to achieve this prior to program exit.

This will be the EAWDB's primary transportation and commuting assistance supportive service process for youth participants not receiving any assistance from any other source.

(2) 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 lack of 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.

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.

(3) 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) Childcare 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 (\$30.00) 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. The contract manager may institute more restrictive funding limits for this service.**

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 per child 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.

(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. For a participant to receive reimbursement for these services he/she must submit a paid invoice/receipt from the medical provider must be submitted. The contract manager may institute a more restrictive funding limit for this 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 youth 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.

(6) Stipends: A stipend is a fixed and regular small payment such as an allowance made to a WIOA youth to encourage participation in certain activities. 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.
- (b) Only WIOA youth participating in training activities such as tutoring, work readiness, employability training, 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.

The Comprehensive Youth Provider must develop a process for CCs to utilize, process and pay stipends. The process must be consistent and include direction on determining the appropriateness and need for the youth.

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.

(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. Incentives give youth providers opportunities to improve employment, training, and education outcomes and must be tied directly to work experience, performance, education or training. Incentives are not considered income but bonuses for meeting or exceeding employability or training goals that are established in the individual service strategy/employment plan. Eligible achievement incentives include but are not limited to:

- Attainment of HSE or its equivalent;
- Career pathway exploration activities when tied directly to a job shadow or work experience;
- Complete basic, work readiness, or occupational skill attainment goals when tied directly to a work experience;
- Completion of Post-test indicating a skill level gain for MSG;
- Obtainment of unsubsidized employment;
- Attainment of a post-secondary credential (certificate, diploma, degree or occupational license); and
- Youth mentorship that results in the mentee receiving an achievement incentive.

General provisions for Incentive Awards

- (a) Incentive awards may not include entertainment costs, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment. [CFR 200.438] The

provider may leverage funds for incentives that WIOA cannot fund. Providers of youth services must also comply with additional requirements related to the internal controls [2 CFR 200.203] to safeguard cash which also apply to safeguarding of gift cards, which are essentially cash.

- (b) Incentives shall not exceed the established cap of \$1,500.00 total per individual over the participation period.
- (c) Providers of youth services have discretion in determining the actual award amount and whether it is in the form of cash or non-cash but must have written processes and procedures established to ensure equal application of incentives e.g. if the provider allows for incentives for High School Equivalency attainment then all youth that attain an HSE receive the incentive paid in equal amounts to all youth that achieve the goal for which the incentive is provided. The provider must submit incentive structure limits to EAWDB administrative staff for approval prior to implementation. The plan must be reviewed and submitted annually for each program year.
- (d) Support documentation for milestones receiving incentives must be maintained in the file and recorded appropriately.
- (e) Incentives may be awarded during the 12 months of follow-up period with supporting documentation.
- (f) Incentives can be paid to youth for peer mentoring milestones that result in mentees being engaged in achieving program milestones.

(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, equipment, or work attire for employment related activities;
- Safety equipment for employment related activities;
- Testing fees including GED/HSE sitting fees;
- Licensing fees;
- Fingerprinting fees for jobs that require it;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Assistance with car repairs to allow individuals to participate in work or training related activities not to exceed five hundred dollars (\$500.00) or the value of the car whichever is less (must have an invoice or receipt for actual services not an estimate);
- In cases where no other means of transportation is available and employment and/or training activities are within a reasonable distance for bicycling (20 miles each way) then a bicycle can be purchased with support for need established in the plan, and
- And training related needs not provided by the training provider including but not limited to: book rentals, tools or *equipment 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.
- Internet accessibility equipment or devices
- Electronic equipment required by training providers for participation in activities such as occupational skills training, HSE or basic skills training etc. may be purchased through the training provider or their recommended source so long as the need is reflected by the training provider and included in the participant's plan.

Title I service providers may also purchase equipment for issue to customers for participation in other aspects of training such as workshop participation, leadership development, occupational exploration, online applications, testing etc. as needed. If so, the equipment issuance must be

tracked and must be able to be disabled by the service provider (e.g. where's my iPad) or have software installed that allows for the equipment to become nonfunctional if lost or not returned. The issue tracking must include the: model number, serial number, issue date, and a signature from the participant acknowledging receipt of the equipment. Equipment purchased by the Title I service provider is limited to \$500.00 per item. Upon successful completion of the program the equipment may be retained by the participant.

The request for approval of other supportive services must be submitted on the Request for Training and Employment related supportive services form or its subsequent replacement and the appropriate NMWCOS activity and voucher created.

****Note:** Automotive repair services must include documentation of ownership and value of the vehicle.

(9) Payment of Supportive Services: For youth supportive services are paid directly by the youth provider and will follow the guidelines established below. All documents, payment and proof of receipt of payment as applicable must be maintained in the participant's electronic file.

(1) Direct Payment to Participants.

The appropriate Supportive Services Request and Approval forms shall be used to authorize supportive services payments for participants enrolled in the WIOA youth program. The Supportive Services Request and Approval form appropriate to the type of support being provided will be submitted to the Youth Contract Manager for approval. Supporting documentation e.g. timesheets, receipts etc. must accompany the payment information as part of the permanent file.

(2) Payment to Vendors and Service Providers.

For payment to vendors and providers of medical care, and services, the vendor must agree to accept WIOA as payment. A letter or other appropriate document verifying acceptance will be submitted to the youth contract manager with request for approval and maintained as part of the permanent record. The approval must take place prior to the receipt of goods or services. The check copy, purchase order, receipts, invoice, and any other pertinent documents will be maintained in the participants' case files.