

DAVID Y. IGE
GOVERNOR

JOSH GREEN
LIEUTENANT GOVERNOR



ANNE FERREIRA-EUSTAQUIO
DIRECTOR

JOANN A. VIDINHAR
DEPUTY DIRECTOR

MARICAR PILOTIN-FREITAS
ADMINISTRATOR

STATE OF HAWAII
KA MOKU'ĀINA O HAWAII
DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
KA 'OIHANA PONO LIMAHANA
WORKFORCE DEVELOPMENT DIVISION
830 PUNCHBOWL STREET, ROOM 329
HONOLULU, HAWAII 96813
<http://labor.hawaii.gov/wdd/>
Phone: (808) 586-8877 / Fax: (808) 586-8822
Email: dliir.workforce.develop@hawaii.gov

September 22, 2022

SN (57)

WIOA BULLETIN NO. 08-22

TO: Hawaii State Workforce Development Board, All County Workforce Development Boards, WIOA Partners, and Subrecipients of Federal Funds Originating From Employment and Training Administration

FROM: *for* Maricar Pilotin-Freitas, Administrator
Workforce Development Division

SUBJECT: Guidance on Providing Supportive Services and Needs Related Payments

PURPOSE

The purpose of this memorandum is to transmit the policy and procedures of allowable supportive services for the Adult and Dislocated Worker programs under Workforce Innovation and Opportunity Act (WIOA) Title I.

BACKGROUND

A key principle in WIOA is to provide local areas with the authority to make policy and administrative decisions, and the flexibility to tailor the workforce system to the needs of the local community. To ensure maximum flexibility, this guidance provides local areas the discretion to provide the supportive services they deem appropriate, subject to WIOA's limitations. Supportive services are designed to provide a participant with the resources necessary to enable their participation in career and training services and are governed by the DOL-only Final Rule at 20 CFR 680.900 through .970.

POLICY

Local Workforce Development Boards (WDBs) must develop policies and procedures governed by 20 CFR 680.900 through .970 of the Final Rule. Local WDBs, in consultation with the American Job Center partners and other community service providers, must develop a policy on supportive services that ensures resource and service coordination in the local area.

The policy should address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. These policies may establish limits on the provision of supportive services or provide the one-stop center with the authority to establish such limits, including a maximum amount of funding and maximum length of time for supportive services to be available to a participant. These policies may also allow American Job Centers to grant exceptions to these limits.

Local WDBs must develop policies and procedures that ensure that supportive services are WIOA-funded only when these services are not available through other agencies and that the services are necessary for the individual to participate in Title I activities. These policies include establishing limits on the provision of supportive services and any exceptions to those limits, as described in 20 CFR 680.920.

PROCEDURES

Supportive services may be made available to any adult or dislocated worker participating in Title I career services or training activities that is unable to obtain supportive services through other programs providing such services. Additionally, the supportive services must be necessary to enable the individual to participate in career services or training activities.

Note that follow-up career services are not a qualifying service for the receipt of supportive services; therefore, an individual who is only receiving “follow-up” services may not receive supportive services. Individuals identified as needing ongoing supportive services must still be participating in career services (other than follow-up), training activities, or both to continue to receive supportive services. Supportive services also may not be used to extend the date of exit for performance accountability purposes. Supportive services, like follow-up services, do not make an individual a participant or extend participation.

Supportive services may include, but are not limited to:

- assistance with transportation;
- assistance with child care and dependent care;
- linkages to community services;
- assistance with housing;
- needs-related payments (available only to individuals enrolled in training services and must be consistent with 20 CFR 680.930, 680.940, 680.950, 680.960, and 680.970)
- assistance with educational testing;
- reasonable accommodations for individuals with disabilities;
- referrals to health care;

- assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes;
- payments and fees for employment and training-related applications, tests, and certifications; and
- legal aid services.

Disallowable support services include, but are not limited to:

- fines and penalties such as traffic violations, late finance charges, and interest payments;
- entertainment including tips;
- contributions or donations;
- vehicle payments;
- refundable deposits;
- groceries, including food or meals;
- alcohol, tobacco, or marijuana products;
- pet products;
- plants or supplies for plants;
- taxes;
- child support payments;
- membership fees (e.g., fitness or social club, annual fees on personal credit cards); and
- out-of-state job search and relocation expenses that are paid for by the prospective employer.

Needs-related payments are designed to provide a participant with financial assistance for the purpose of enabling them to participate in training services. Employment and Training Administration recognizes that many individuals in need of training services may not have the resources available to participate in the training. Needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully. The maximum level of needs-related payments must be established by the Local WDB and must follow criteria at 20 CFR 680.970. According to sec. 134(d)(3)(B) of WIOA, a participant must be enrolled in a training program described in sec. 134(c)(3) of WIOA in order to receive needs-related payments. Specific criteria for Adult and Dislocated Worker eligibility may be found in 20 CFR 680.940 and 680.950.

EFFECTIVE DATE

This memorandum shall be effective immediately.

INQUIRIES

Inquiries regarding this bulletin may be directed to Mr. Harrison Kuranishi by telephone at (808) 586-9167 or by email at Harrison.Kuranishi@hawaii.gov.

REFERENCES

- Training and Employment Guidance Letter No. 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules