



Operational Policy NO. OP- 410, Change 12

Subject: Supportive Services

Effective: PY25, 11/17/2025

BACKGROUND:

Supportive services include transportation, childcare, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA Title 1. In the Federal Law, services for Adults and Dislocated Workers are defined in WIOA section 3(59) and 134(d)(2) and (3); youth supportive services also include those listed in WIOA section 129(c)(2)(G).

OBJECTIVE: Local Boards are required to develop policy on supportive services that ensures resource and service coordination in the local area. This policy defines the process for the use of supportive services to eligible adult, dislocated worker, and youth participants.

POLICY:

Supportive services may only be provided to individuals who are: (a) participating in Basic Career Services or Individual Career services; and (b) are unable to obtain supportive services through other programs providing such services. (Note: due to Supportive Services being a youth "element", they are available for all WIOA youth participants). They may be provided only when determined necessary to enable individuals to participate in Title I activities. Participants in "HOLD" status are not eligible to receive supportive service payments. Staff shall determine the supportive service needs of each individual to be enrolled based on the comprehensive assessment along with the documented justification and approval of supportive services as outlined in the participant's Individual Educational Plan (IEP) or Individual Service Strategy (ISS). Service Providers shall periodically review the need for supportive services. Participants shall demonstrate denial of supportive services from all other available community resources and documentation shall be kept in the participant's file.

The State and Local Board policy has established 104 weeks as the time limit for the provision of supportive services to participants. In certain cases, a written waiver request may be submitted to the WCCNM Board which may grant exceptions to the time limitations in consideration of extenuating circumstances. Approval shall be granted prior to the actual extension date.

The waiver request must include: (1) a description of the circumstances justifying the request; (2) the certificate/degree/training plan pursued and the courses completed to date; (3) A copy of grades and/or transcripts. (4) start date of the request, and (5) the anticipated end date.

Transportation and Temporary Shelter Assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been identified in their IEP/ISS. Supportive services payments do not include payment of membership, club and/or activities fees or dues.

Transportation Mileage: The WCCNM Board will allow:

- Participants residing in and traveling to/from a training or work experience site within Bernalillo County, will only be allowed supportive services in the form of public transportation bus passes.
- Participants residing in and traveling to/from a training or work experience site, within Sandoval, Valencia or Torrance Counties, will only be allowed supportive service payments if public transportation is not available. If public transportation is available, those costs may be incurred by WCCNM.
- Participants traveling between twenty-five (25) and seventy-five (75.0) miles, round-trip, to/from a training or work experience site to receive a maximum of \$10.00/day—not to exceed \$50.00/week--based upon need and as verified by participant attendance report.
- Participants traveling seventy-six (76.0) miles or more, round-trip, to/from a training or work experience site to receive \$15.00/day—not to exceed \$75.00/week— based on need and as verified by participant attendance report.
- Participants traveling to/from Sandoval or Valencia counties for training or work experience can receive funding toward Rail Runner passes, not to exceed \$15/day, for each day they attend training and/or work experience, not to exceed \$75.00/week—based on need and as verified by participant attendance and/or class or work schedule.

Temporary Shelter: Contingent upon funding, in lieu of transportation, participants who choose to attend training institutions with shelter arrangements outside of their local community may receive Temporary Shelter of \$40.00/day based upon need and as verified by participant attendance report as verified by participant attendance report.

Financial assistance for transportation or temporary shelter is not authorized to any participant who receives 100% support for transportation or temporary shelter from another source, or for a participant who is absent (entirely or in part) from his/her regularly scheduled training activity.

Child Care: Contingent upon funding, assistance may be provided to eligible participants who require such assistance in order to participate in a WIOA activity and whose need has been identified in their IEP or ISS. Participants must have legal responsibility for custody of the children thirteen (13) years of age or younger and must furnish documentation that they do not have another source of support for care (including family members) available to him/her. Participants must also be providing at least fifty percent (50%) of the children's support per the U.S. Internal Revenue code. The WCCNM Board authorizes:

Childcare reimbursements of \$30.00 per day for each child up to three children—not to exceed \$90.00 per day or \$450.00/week- based on need and as verified by participant records.

Childcare payments shall not be authorized when the individual is receiving 100% of needed child care payments from another source or the participant is absent, entirely or in part, from his/her regularly scheduled training activity, including holidays.

NEEDS RELATED PAYMENTS (NRP): Needs related payments are payments which may be used to provide payments to adults, dislocated workers and out-of-school (OSY) youth who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation for the purpose of enabling individuals to participate in programs of training services under section 134(d)(4) for adults and dislocated workers and 20 CFR 681.570 for out-of-school youth (OSY). Only WIOA adult, dislocated worker and OSY youth funds may be used to fund needs related payments. Needs related payments to participants shall be provided based on the following:

A. **Criteria.** Needs related payments are not intended to meet all needs of an individual enrolled in training. Needs related payments provide financial assistance to adults, dislocated worker and OSY youth workers for the purpose of helping individuals participate in training. A needs related payment allows a participant to have the means to pay living expenses while receiving training. The frequency of needs related payment approval (must include aligning the payment with case management contact) is limited to once a fiscal year. 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. Weekly payment levels must be adjusted to reflect changes in total family income as established through local policy. Local boards may provide needs related payments up to 30 days prior to the start of training, as long as the adult, dislocated worker and OSY youth participant is enrolled in training.

B. **Eligibility**

- (1) **Adults and OSY Youth.** In order to be eligible to receive needs related payments, adults and OSY youth shall meet the following criteria.
 - (a) Be unemployed.
 - (b) Not qualify for, or have ceased qualifying for, unemployment compensation.
 - (c) Be enrolled in a program of training services.
- (2) **Dislocated Workers and Dislocated Worker OSY Youth.** In order to be eligible to receive needs related payments, a dislocated worker or Dislocated Worker OSY youth shall meet the following criteria.
 - (a) Be unemployed.
 - (b) Not qualify for or have ceased to qualify for unemployment compensation or trade readjustment assistance under Trade Adjustment Act.
 - (c) Be enrolled in a program of training services by the end of the 3rd 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.

- c. Payments. Payments may be provided if the participant is waiting to start training classes and has been accepted in a training program that will begin within 30 calendar days.
 - (1) Adults and OSY Youth. For adults and OSY youth, payments shall not exceed the greater of either of the following levels:
 - (a) For participants who were eligible for unemployment compensation as a result of a qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit.
 - (b) For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. The weekly payment level shall be adjusted to reflect changes in total family income as determined by local board policies.
 - (2) Dislocated workers and Dislocated worker OSY Youth. For dislocated workers and OSY Youth, payments shall not exceed the greater of either of the following levels:
 - (a) For participants who were eligible for unemployment compensation as a result of a qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit.
 - (b) For participants who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. The weekly payment level shall be adjusted to reflect changes in total family income as determined by local board policies.
 - (3) Verification. Local boards ensure that appropriate staff verifies unemployment insurance claimants have ceased to qualify for unemployment insurance benefits before providing a needs-based payment. [1 1.2.8.15 NMAC, 8-14-2018]

NOTE: Needs related payments will be approved on a case-by-case basis by provider and AE staff NRP's will only be used for special circumstances.

Supportive Services Computed at an Hourly Rate: Supportive services computed at an hourly rate may be paid directly to participants identified as belonging to a targeted group (e.g., a Rapid Response, board-approved special program, etc.). Hourly-computed rates include:

- (a) Educational Development/Enhancement: Post-testing, academic remediation, academic and/or career counseling, tutorial assistance and related enhancement skills training;
- (b) Occupational Life Skills Training: Financial planning, job search skills, resume and job application development, consumer education, personal health and hygiene instruction; or

(c) Occupational-Related Training. GED preparation, computer literacy and related office/technical skills, test preparation, and other similar short-term training activities.

Payment of Supportive Services Computed at an Hourly Rate: Participants enrolled in a concurrent WE/Training activity may be paid supportive services at a fixed rate of not less than the equivalent of the current minimum federal hourly wage rate, and in lieu of any other allowable paid supportive services. Such payments shall be made to a participant only for actual hours of attendance, not including holidays, and as reflected in Time and Attendance reports. Payments will not exceed 80 hours within a two-week time period, and no overtime will be paid.

Basic Supportive Services available to Dislocated Workers enrolled in Basic Readjustment Services (BRS): This payment will cover the total of any other supportive service needs a Dislocated Worker may have while participating in any BRS activities (below), and is to be provided in lieu of any other supportive service payments for which the participant would be eligible. Contingent upon funding, participants may receive a maximum of \$50.00/day in attendance--not to exceed \$500.00 per individual—based on need and as verified by attendance reports for the following set of services:

- Outreach, intake, early readjustment assistance and orientation;
- Participant assessment and development of Individual Educational Plans (IEPs) and Individual Service Strategy (ISSs);
- Job search workshops;
- Dislocated worker support group activities;
- Supervised job search activities;
- Placement activities;
- Referral to other possible supportive service providers;
- Referral to retraining services; or
- Programs conducted in cooperation with labor unions to provide early intervention services

Relocation Assistance: Contingent upon funding, a one-time maximum of \$500.00 per family may be made for relocation assistance to a dislocated worker in order to obtain employment. Verification by the case manager of a job offer and evidence the employment is of long duration (at least 6 months) is required. Need must be documented in the IEP, and prior approval obtained from WCCNM. Documentation shall certify the participant is unable to obtain employment within the individual's commuting area.

Special Support Services: Special supportive services will be allowed upon availability of funding. Individuals receiving special supportive services must have prior approval through staff use of form WIOA 6, with documented need.

Special Support Services pertaining to clothing (related to general professional and/or regular business/office attire dress codes, including shoes), uniforms, safety boots/items, or tools needed to complete training, work experience, or an OJT component, may not exceed \$300.00, for any participant, during their permitted period of WIOA funding. Duplication of these items will not be authorized for reimbursement. Please note, that back-up documentation, such as the participant's syllabus or employer written notification, must be provided indicating the items

requested for reimbursement are required by the training provider or employer to complete the activity. Receipts for items to be reimbursed will also be required prior to payment approval.

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 here-in that are necessary in order for the individual to participate in the program.

Contingent upon funding, a one-time maximum of four hundred dollars (\$400.00) for minor health or medical care services may be provided to those who require such assistance in order to participate in the program. The participant must provide proof of need and demonstrate he/she is unable to obtain such services from other resources.

Group Supportive Services: Group supportive services are limited to transportation, meals and lodging for targeted groups to be served in a specially designed program or project as approved by WCCNM. The cost for such services must be reasonable and necessary as verified by the service provider.

Other Supportive Services: Contingent upon funding, and as determined by the Case Manager, other types of supportive services may be provided based on the need of the participant. The need for such services must be necessary and the cost reasonable to the purposes of the program, such as drug and alcohol abuse, counseling and referral, individual and family counseling, special services and materials for individuals with a disability, job coaches, dependent care, financial counseling, out-of-area job search assistance, relocation assistance, internships and other reasonable expenses required for participants in the training program.

Lease payments, insurance or vehicle repairs are not authorized by WCCNM as a supportive service.

INCENTIVES: An incentive is a payment to a WIOA Youth participant for the successful participation and achievement of expected outcomes. The incentive must be linked to an achievement and must be tied to training and/or education. Such achievements must be documented in the participant files as the basis for an incentive payment.

Incentives are a way to encourage workforce participants' participation or to reward participants for achieving specific elements and are not considered income for WIOA eligibility purposes.

Incentive payments may be awarded for the following goal accomplishments or activities, pertaining to Measurable Skills Attainment, for WIOA YOUTH participants:

- **Assessment/Measurable Skills Attainment Incentive \$100.00**

Participants who successfully complete all TABE retesting requirements each program year they are enrolled in the WIOA program, and who increases his/her TABE score in Math and/or English by 2 Grade Level Equivalencies or 1 Education Functioning Level (EFL) can receive, while enrolled in the program, an incentive, each program year, not to exceed \$100.00 (Reading \$50.00 incentive and/or Math \$50.00 incentive or both). A maximum payment of \$100.00 will be made for retesting and achieving an EFL increase for math and reading (\$50.00 each) each program year the participant is enrolled in WIOA.

A copy of the TABE level increase must be included in the participants file and scanned into WCOS.

- **Secondary School/Measurable Skills Attainment Incentive \$150.00**

Participants are eligible for this one-time incentive following the submission of the HSE or High School Diploma and/or an official document from the test site verifying the participant passed.

To qualify for this incentive, students must not possess their HSE or its Equivalent, at the date of WIOA enrollment.

Documentation must be maintained in the participant file.

*Note — Attainment of HSE or High School Diploma may only be obtained once per incentive per participant.

- **Training Milestone Incentive — On the Job Training (OJT), Customized Training (CT) and/or Apprenticeship/Measurable Skills Attainment Incentive \$100.00**

Participants who complete an OJT, CT or Apprenticeship Milestones are eligible for this incentive. Must be supported by the OJT Timesheets that reflects such milestones in relationship to the job description. Pre-apprenticeships are not included in this incentive. CT milestone completion must be supported with Exhibit I — Final Progress Report of the CT Agreement.

- **Post-Secondary School Enrollment, Individual Training Accounts (ITA)/Measurable Skills Attainment Incentive \$100.00 (May only be offered once per program year)**

Participants attending Post-Secondary education are eligible for this incentive if they provide a copy of a full semester (does not have to be first semester only), full time course schedule (may be less than 12 semester hours for participants with a disability), and unofficial transcript upon completion of a semester, while enrolled in WIOA, proving the attainment of at least a "C" average.

Documentation must be maintained in the participant file and scanned into NMJobs. For training institutions that do not follow a traditional semester or quarter system, MSGs will be calculated per the following conversion formula to determine if a participant has completed the training hours needed to receive an MSG:

Conversion Formula: For a quarterly credit (successful completion of 3 months of training): Total Attendance (Clock Hours) \div 30 Credit Hours = total credit hours (must be minimum of 12 credit hours for fulltime student status or for parttime status 12 credit hours over 2 consecutive quarters).

- Skill Progression/Measurable Skills Attainment Incentive \$100.00 (May only be offered once per program year)

Participants are eligible for this incentive following the submission of an examination certificate or verification of examination on occupational or progress of knowledge-based examinations. Official documentation from the test site verifying the participant passed is required and such documentation must be maintained in the participant file and scanned into NMWCOS.

NOTE: Incentives may be given once per category, per program year, per participant. Participants may qualify for several categories per program year but are limited to only two categories per program year.

Time Limitations: For Adults Dislocated Workers and Youth - Supportive services may be provided for a period of time required to complete the IEP/ISS objectives but shall not exceed the participation time limitation allowed by local board policy.

APPLICABILITY:

All WCCNM service providers.

INQUIRIES: WIOA Manager 505-724-3629

This Policy has received approval by the Workforce Connection of Central New Mexico Board and rescinds any policy previously in effect.

WCCNM Board Chair

Signature

