Operational Policy NO. OP- 410, Change 13

Subject: Supportive Services
Effective: PY26 - 09/21/2026

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 I. 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 adults, dislocated workers and youth participants.

POLICY:

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 providing such services. Because Supportive Services are a youth "element", they are available to eligible WIOA Youth participants as permitted by Youth authorities. Supportive services may be provided only when 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 based on the comprehensive assessment, documented justification, and approval as outlined in the participant's Individual Employment Plan (IEP) for Adult and Dislocated Worker participants or Individual Service Strategy (ISS) for Youth participants. Service Providers shall periodically review the need for supportive services. The participant file shall document coordination and referrals and show that the participant is unable to obtain the service from other available programs or 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 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 who are 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 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 childcare 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):

NRP may provide financial assistance to adults, and dislocated workers who are unemployed and do not qualify for (or have ceased to quality for) unemployment compensation to enable individuals to participate in programs of training services under 20 CFR section 681.570(c), but Youth eligibility, funding, co-enrollment, and payment methodology must be established separately under the applicable Youth authority. Only the applicable WIOA funding or other approved funding may be charged, and costs must be allocated and documented without duplication. NRP shall be provided based on the following:

A. Criteria. NRP are not intended to meet every need of an individual enrolled in training. They provide financial assistance to eligible adults and dislocated workers for the purpose of helping them participate in and complete training. At the discretion of the service provider management, approval frequency for similar support may be limited to once every fiscal year. Payments should be provided when documented resources and income from other sources are insufficient to

support participants in WIOA - approved training. Payment levels must follow the applicable federal rule and board policy

B. NRP - INTENSIVE IMMERSIVE TRAINING SUPPORT (IITS)

Purpose and Authorization

The Workforce Connection of Central New Mexico (WCCNM) recognizes that certain intensive, accelerated, or immersive occupational training programs require a substantial time commitment that may prevent or significantly limit a participant's ability to maintain employment or otherwise generate sufficient income while completing training.

To reduce financial barriers that would prevent an eligible participant from entering, continuing, or successfully completing such training, WCCNM authorizes Intensive Immersive Training Support (IITS) through NRPs, subject to the requirements of WIOA, applicable federal and state regulations and guidance, this policy, and procedures approved by the Administrative Entity (AE).

IITS is intended to provide temporary financial assistance necessary to enable an eligible WIOA Adult participant to participate in and complete qualifying intensive occupational training. Need Related payment assistance is not payment for services performed and shall not be used to compensate employment, constitute wages, compensation for services, or work experience.

Qualifying Intensive Immersive Training

For purposes of this policy, Intensive Immersive Training means an occupational skills training program or other WIOA authorized training service that:

1. leads to an industry-recognized credential, certification, license or other documented occupational competency;
2. requires a concentrated or substantial commitment of participant time through classroom, laboratory, simulated workplace, hands-on, or other structured training activities that do not constitute employment or paid work experience;
3. is designed to prepare participants for employment in an in-demand occupation; and
4. is of sufficient intensity that maintaining meaningful concurrent employment may be impractical or may substantially interfere with successful completion of the training.

The Administrative Entity may establish additional criteria for determining which training programs qualify as Intensive Immersive Training.

IITS – NRP - ELIGIBILITY

IITS NRP under this policy may be provided to an eligible WIOA Adult participant and charged to the Adult or other approved funding stream. Any proposed use of another program or funding source requires separate authority, eligibility, cost classification, allocation, and documentation.

For a participant eligible under the WIOA Adult program, the participant must satisfy the federal eligibility requirements applicable to NRPs, including those of the participant:

1. is unemployed;
2. does not qualify for, or has ceased qualifying for, unemployment compensation; and
3. is enrolled in a program of training services authorized under WIOA.

In addition to applicable federal and state eligibility requirements, the participant must demonstrate financial need based upon lack of income, insufficient income, loss of income associated with entering intensive classroom training, or other documented financial circumstances that creates a barrier to participation or successful completion of training, as applicable to and permitted by the funding source.

The need for IITS shall be justified and documented in the adult participant's Individual Employment Plan (IEP) or other required participant records before payment

IITS shall not duplicate financial assistance reasonably available to the participant from another program or funding source.

IITS PAYMENT LEVEL:

The Adult payment level of $500 per week while enrolled in an approved IITS training, is a level reasonably necessary to enable participation and for successful completion of qualifying Intensive Immersive Training. A procedure will be developed for a methodology that may take into consideration the participant's income or lack of income, household circumstances, intensity and duration of training, training schedule, reasonable living expenses, other available resources, and other documented factors. NRP may be provided directly to eligible participants enrolled in approved training when such financial

assistance is necessary to enable the participant to participate in and successfully complete the training. Payments shall be made in accordance with WIOA §134(d)(3), 20 CFR §§680.930–680.970, applicable State guidance, and WCCNM procedures. Procedures shall include attendance requirements, documentation, and controls. Payment amounts shall be reasonable, necessary, consistently administered, and subject to the availability of funds.

Administrative Entity procedures may implement rules governing payment frequency, duration, adjustments, documentation, and exceptions but may not independently establish or revise the adult payment level of $500 per week while enrolled in an approved IITS training.

IITS ADMINISTRATIVE PROCEDURES:

The Administrative Entity is authorized to establish and periodically revise procedures necessary to implement Intensive Immersive Training Support, provided the procedures remain consistent with WIOA, federal and state requirements, and approved eligibility and payment levels rules.

- Administrative procedures may include, but are not limited to:
- qualification standards for Intensive Immersive Training programs;
- minimum training intensity and duration;
- income and financial-need assessment methodology;
- application of board approved payment levels and payment schedules;
- maximum individual and program expenditures;
- attendance and satisfactory-progress requirements;
- documentation and verification requirements;
- unemployment compensation verification;
- treatment of other income and financial assistance;
- coordination and non-duplication of benefits;
- payment suspension or termination;
- allowable exceptions;

- approval authorities;
- participant notification requirements;
- fiscal controls and payment methods; and
- monitoring, record retention, and program-integrity requirements.

IITS FUNDING AND AVAILABILITY:

IITS funded as an Adult NRP, is subject to the availability of WIOA Adult or other allowable funds and does not provide entitlement to payment.

The Administrative Entity may establish funding priorities, expenditure limits, enrollment periods, participant caps, or other reasonable controls necessary to manage available resources and ensure compliance with WIOA priority-of-service requirements.

The Administrative Entity may coordinate WIOA funds with other federal, state, local, philanthropic, or employer, provided each cost is authorized by the funding source, properly allocated, documented and not duplicated.

Governing Authority:

Intensive Immersive Training Support shall be administered consistent with WIOA section 3(59) and 134(d)(3); 20 CFR §§ sections 680.900 through 680.970, including §§ sections 680.930, 680.940 and 680.970; 11.2.8.15 NMAC; current applicable federal and state guidance; and other applicable requirements.

NRP BASIC ELIGIBLITY:

(1) **Adults**. To be eligible to receive an NRP, an Adult shall:
   (a) Be unemployed.
   (b) Not qualify or have ceased to qualify for unemployment compensation.
   (c) Be enrolled in a program of training services.

(2) **Dislocated Workers** to be eligible to receive an NRP, a Dislocated Worker shall:
   (a) Be unemployed.
   (b) Not qualify for or have ceased to qualify for unemployment compensation or trade readjustment allowance under the Trade Adjustment assistance program and be enrolled in training by the end of the 13th week after the qualifying layoff, or if later, by the end of the eighth week after notice that a

short-term layoff will exceed six months; or if later, by the end of the eighth week after notice that a short-term layoff will exceed six months; or

(c) Be unemployed, not qualify for unemployment compensation or trade readjustment assistance under the Trade Adjustment Assistance program, and be enrolled in a program of training services.

PAYMENTS:

For Adults and Dislocated Workers, payments may be provided when the participant has been accepted into a training program that will begin within 30 calendar days.

Payment levels must follow 20 CFR sections 680.960 and 680.970. Administrative Entity procedures may be implemented, but may not replace or revise, the applicable federal rule or Board approved adult payment level.

1) **Adults**. The WCCNM Board shall establish the payment level for adults under 20 CFR section 680.970.
2) **Dislocated workers**. For qualified dislocated workers, payments shall not exceed the greater of either of the following levels:
    (a) For participants who were eligible for unemployment compensation because 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 because 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. Appropriate staff shall verify unemployment insurance claim and benefit status before providing an NRP. [1 1.2.8.15 NMAC, N 7/1/2018]

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 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 Employment Plans (IEPs);
- 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 to obtain employment. Verification by the case manager of a job offer and evidence that 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. 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 may be necessary 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 to participate in the program. The participant must provide proof of need and demonstrate he/she is unable to obtain such services from other sources.

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 allowable supportive services based on participant need. The service includes special services and materials for individuals with a disability, coaches, dependent care, financial counseling, out-of-area job search assistance, relocation assistance, and other reasonable expenses required for participation in training. Drug or alcohol counseling and individual or family counseling must be classified under the applicable counseling program element. Internships must be classified and administered as work experience rather than supportive services.

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

INCENTIVES:
An incentive is payment to a WIOA Youth participant achievement directly tied to training activities or work experiences and specific program goals. The local program must maintain written incentive policies and procedures established before the applicable program begins, align incentives with organizational policy, document the achievement in the participant file and ensure that each payment complies with 2 CFR Part 200.

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 Skill Gains, for WIOA YOUTH participants:

- **Assessment/Measurable Skill Gains 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 Skill Gain 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 Skill Gain 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 Skill Gain 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 quarterly credit (successful completion of 3 months of training): Total Attendance (Clock Hours) ÷ 30 Credit Hours = total credit hours (must be minimum of 12 credit hours for full-time student status or for part-time status 12 credit hours over 2 consecutive quarters.

- **Skill Progression/Measurable Skill Gain 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 - support services may be provided for the period required to complete the IEP or 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

Should you require a signed copy of this policy, please email Tawnya Rowland at trowland@mrcog-nm.gov

Approval:
This Policy has received approval by the Workforce Connection of Central New Mexico Executive Standing Committee and or Full Board and rescinds any policy previously in effect.