



POLICIES AND PROCEDURES

POLICY TYPE:	WIOA Youth Supportive Service Payments & Incentive Payments
EFFECTIVE:	September 27, 2016
REVISED:	July 25, 2025

PURPOSE

To establish a comprehensive policy for providing supportive service and incentive payments to youth participants enrolled in the Workforce Innovation & Opportunity Act (WIOA).

REFERENCES:

- DOL Final Rules and Resources: [Laws | U.S. Department of Labor \(dol.gov\)](#)
- DOL Notices of Proposed Rule-Making (NPRMS): [Federal Register :: Workforce Innovation and Opportunity Act](#)
 - Section 681.570
- [Training and Employment Guidance Letter \(TEGL\) #21-16](#)
- State of Oregon Policies: <https://www.wioainoregon.org/policies-and-guidance.html>

SUPPORTIVE SERVICE PAYMENT POLICY

Supportive services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities. Supportive services may only be provided to individuals who are enrolled in WIOA and have documented authorization to work in the United States. Supportive services are to be used when the WIOA participant is unable to obtain services through their own means or through other resources and/or other local programs. WIOA Youth Program Staff are to record, manage and monitor support service payments. There must be written acknowledgement of receipt by the Youth/Young Adult for goods received (books, supplies, clothing, etc.).

SUPPORTIVE SERVICE FUNDING CAPS

Supportive Services payments are only to be made in accordance with the Lane Workforce Partnership's Supportive Services Policy. The requirements for Supportive Services are as follows:

- The service is necessary for the participant to successfully complete training (including work-based learning) and/or career services (including job search assistance).
- Supportive services are set in LWP's Funding Caps and Limitations Policy. The caps are inclusive of all supportive services and funds combined.

Lane Workforce Partnership strives to assist all customers in achieving self-sufficiency, through earning wages that allow for basic necessities while not requiring any public aid, support, or external assistance. Self Sufficiency is determined on an individual basis considering family size and other financial contributions to the family income. Direct participant expenditures may not exceed the caps listed in the Funding Caps and Limitations Policy per enrollment episode. Funding caps are not intended to be a lifetime cap. Should a participant exit from services and need to be re-enrolled, the Service Provider shall seek approval from LWP Director of Workforce Programs prior to providing additional fiscal supports.

CATEGORIES OF SUPPORTIVE SERVICES

- A. General Supportive Services (see attached detailed table with specific items of cost)
 - 1. Childcare Reimbursement
 - 2. Mileage Reimbursement (Actual Miles)
 - 3. Public Transportation (Bus Passes)
 - 4. Clothing/Uniforms for Job Search or Employment
 - 5. Work-Related Equipment/Tools Required for Employment

- B. Support Services for Special Circumstances
 - 1. Replacement of Work Authorization Documents:
 - a. Driver's License – New, Reinstatement, & Fees
 - b. Copy of Birth Certificate or Naturalization Certificate
 - 2. Counseling and Referral Services
 - 3. Tutoring Services
 - 4. Out-of-area job search assistance
 - 5. Life skills such as driver's education

In the event there is a need for any supportive service that is not specifically listed in this policy, the Contract/Service Provider must submit an approval request with a justification for the needed service to Lane Workforce Partnership's Director of Workforce Programs prior to providing the service.

GENERAL SUPPORTIVE SERVICES

In order to receive Supportive Services, eligible participants must be enrolled in LWP funded Individualized Career Services or Training Services (excluding OJT). This policy pertains to all funded supportive services regardless of the funding source/special grant unless otherwise stipulated in the Service Provider Contract.

The following reimbursement/payment criteria will apply:

- A. Childcare. Participants enrolled in Training, Work-Based Learning, or Job Search Activities may request childcare reimbursements based on individual need. Before requesting supportive service funds for childcare, participants must document that they have explored other options. If other resources are not available or appropriate, and supportive service funds are authorized for childcare, reimbursement will be made to the participant. Reimbursement to the participant requires verification that one of the following Oregon approved childcare providers are being used: 1) a licensed childcare provider; or 2) a registered childcare provider; or 3) a childcare provider operated by a school district or government agency. Reimbursement will only be made for times when the participant is actually participating in an authorized services or attending training.

- B. Mileage Reimbursement. Participants may request to receive a mileage reimbursement based on their specific individual need. Participants must document in writing that public transportation is not available or would create an undue hardship based on school hours, work, distance traveled for interviews, distance traveled for employment prior to receipt of the first paycheck for those entering un-subsidized employment (work-based learning does not apply), and/or childcare commitments. Mileage reimbursement will be paid on actual miles traveled for scheduled activities. The mileage reimbursement rate is designed to cover fuel costs only. A mileage rate and limit will be published in the LWP Funding Caps and Limitations Policy.

- C. Public Transportation. Participants will be encouraged to use public transportation to attend authorized activities whenever feasible. [Note: For those students who attend Lane Community College this service is paid for through student fees and shall not be provided through LWP funding sources.] Participants outside the community college system who are accessing public transportation to attend school or authorized activities may request a monthly bus pass.
- D. Clothing/Uniform. Participants may request specialized clothing required for employment or while in job search (such as scrubs or welding clothes). Those who successfully complete their training program and are engaged in job search activities such as internships, externships, work experience, and/or clinicals may request assistance for the purchase of clothing to attend job interviews and/or clothing to begin work.
- E. Work-Related Tools/Equipment. Special tools or equipment required for employment such as stethoscope, welding tools, special gear.

SUPPORTIVE SERVICES FOR SPECIAL CIRCUMSTANCES

If, during the participant's active engagement in services, it is determined that the participant needs additional assistance in order to successfully complete training and/or gain employment in his/her field of study, the participant may request assistance in the following areas: Driver's license (new or reinstatement); Counseling and Referral Services; Tutoring; Reasonable Accommodations; Out-of-Area Job Search; and/or Life Skills.

Requests for Special Circumstances Supportive Services must be submitted in writing to the WIOA Youth Program Supervisor for consideration. Awards will be based on the following criteria: 1) justification of need; 2) documentation of "resource of last resort;" and 3) funding availability.

For needed services not specifically addressed in this policy, the WIOA Title I Youth Program Supervisor must submit a request to LWP Director of Workforce Programs for approval prior to the provision of the service.

- A. Work Authorization Documents: To be eligible to receive WIOA Title I support services, participants must have documented authorization to work in the United States. If a person has lost their documents and needs assistance in replacing them, LWP support services policy will allow for the payment of fees associated with assisting the participant in obtaining the following documents as relates to satisfying the I-9. Payment must be made directly to the issuing government office and may not be made as a reimbursement to the participant.
 - a. Driver's License or DMV Issued Identification. Participants who are eligible for Oregon Department of Motor Vehicles Driver's License or Identification Card may make a one-time request for a new or reinstatement of their Driver's License/ID and fees.
 - b. Birth Certificate or US Naturalization Certificate. Participants who need a copy of their birth certificate or US Naturalization Certificate may make a one-time request for assistance with the associated expense.
- B. Counseling and Referral Services. Participants may request counseling and referral services. Generally, these services can be obtained free of charge from partner agencies. However, if the career advisor determines that the participant needs additional assistance, outside of our partner programs, they may submit a written request to the WIOA Youth Services Program Supervisor for the type of counseling service in which they are in need.
- C. Tutoring Services. Participants enrolled in training may request reimbursement for tutoring services. These services may be reimbursed from any Oregon Registered business or educational institution. Payment will not be made for the receipt of this service from friends, family members, peers, or other students.

- D. Reasonable Accommodations. Reasonable accommodation for participants with documented disabilities may be provided.
- E. Out-of-Area Job Search Assistance This service is designed to assist participants in seeking employment outside of Lane County. The WIOA Youth Services Program Supervisor may authorize out-of-area job search assistance for participants enrolled in training under the following circumstances:
- a. The Participant must be enrolled in training or have successfully completed a funded training program.
 - b. The participant must have a reasonable expectation of securing employment in the job search area and must provide the career advisor with verification of employer contacts.
 - c. The career advisor must include a case log or other participant file documentation which shows evidence that the employment sought by the participant in this activity is not available in the local labor market area.
 - d. Transportation for out-of-area job search will be by the most economical means available, which reasonably meets the needs of the participant at the established rates.
 - e. Costs associated with this activity must be approved prior to the participant's job search. Costs incurred that did not receive prior approval will not be reimbursed. The participant must provide lodging, gasoline, and miscellaneous purchase receipts to obtain reimbursement for the agreed upon items. Anticipated expenses may not be pre-paid.
- F. Life Skills, such as drivers' education training may be provided on a case-by-case basis. The need for life skills supportive services must be documented. For example, a youth that lives in a rural area in which public transportation is not accessible may be supported with necessary services to obtain a driver's license.

SUPPORTIVE SERVICE PAYMENTS FOR WIOA YOUTH IN FOLLOW-UP

Supportive service payments are authorized for WIOA youth participants enrolled in follow-up after exiting from the program. Supportive service payments must be in writing as part of the follow-up services plan designed to assist the individual in remaining employed, in a postsecondary training or higher education program. These services include, but are not limited to, the following:

- Clothing
- Work uniforms
- Work tools/occupational equipment
- Training and educational items necessary to retain employment or to continue education

SUPPORTIVE SERVICES THAT ARE NOT ALLOWED

Unallowable support services include:

- Groceries for program participants
- Purchase of automobiles
- Automotive repairs
- Healthcare/Medical Expenses/medical tests (Note: Drug testing is allowable if required for training or employment.)
- Mortgage Payments
- Loan Payments
- Purchase of Weapons

INCENTIVE PAYMENT POLICY

Incentive payments are provided to WIOA enrolled participants for recognition and achievement of specific educational or training performance. Incentive payments must be tied to the goals of the participant's individual program. An Incentive Agreement is to be documented in I-Trac before commencement of the activity. The Incentive Agreement will specify the performance goal, timelines, description of the incentive to be provided and both the participant and Service Provider's signature. Incentives must be awarded consistently for all WIOA participants. WIOA Youth Program Staff are to record, manage and monitor incentive payments.

Incentives may not include entertainment, such as movie or sporting events tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.

NEEDS RELATED PAYMENTS

WIOA funds may be used to provide needs-related payments to youth age 18 – 24 who are enrolled in the WIOA youth program, who are unemployed and do not qualify for (or have ceased to qualify for) unemployment compensation for the purpose of enabling such individuals to participate in programs of training services under subsection (c)(3) of WIOA. An individual who has ceased to qualify for unemployment compensation may be eligible to receive needs-related payments only if such worker is enrolled in trainings services 1) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility for employment and training activities; or 2) if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed six (6) months.

Currently, the Local Workforce Development Board policy does not allow for the provision of Needs-Related payment. If needed, based on economic conditions and the availability of WIOA funds, a Supplementary Needs Related Payments Supportive Services Policy will be activated.

ISSUED:

Revision Date: July 25, 2025

LWP Director of Workforce Programs