



POLICIES AND PROCEDURES

POLICY TYPE:	WIOA Youth Supportive Service Payments & Incentive Payments
EFFECTIVE:	September 27, 2016
REVISED:	July 1, 2026

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 \(dol.gov\)](https://www.dol.gov/laws)
- DOL Notices of Proposed Rule-Making (NPRMS): [Federal Register :: Workforce Innovation and Opportunity Act](https://www.federalregister.gov/?topic=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 Lane Workforce Partnership 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 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 may be 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 Lane Workforce Partnership 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 and maintain documented authorization to work in the United States. If, at a point in time following eligibility determination, a person has lost their documents and need 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. Youth participants may be provided with supportive services to obtain their first driver's permit and driver's license.
 - 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.

NOTE: In the event that the Driver's License or DMV Issued Identification was used to satisfy the requirement to verify authorization to work in the United States and the authorizing document has expired, the participant is not eligible for continued WIOA funded services.

- 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:
- The Participant must be enrolled in training or have successfully completed a funded training program.
 - 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.
 - 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.
 - 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.
 - 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

Follow-up Supportive service payments are authorized for WIOA youth participants receiving follow-up services after exiting from the program. Follow-up 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 1, 2026

LWP Director of Workforce Programs

SUPPORT SERVICES GUIDANCE

The following accompanies the Support Services Policy and provides guidance about the items that may or may not be allowable under LWP programs.

SUPPORT SERVICE	YES / NO / MAYBE	GUIDANCE
Automobile Insurance	MAYBE	Automobile Insurance may be reimbursable if it frees funds to help them pay for something else that is not a support service but needed in order to be successful in their training / employment plan. For instance, if they had a \$200 car repair and a \$200 auto insurance payment, could we pay for the insurance freeing that money they would be using for insurance for them to put toward their car repair? • Is their car the only way to get to training? • Could they take the bus? • If we were able to pay for something else, could they then pay for their insurance? • Insurance deposits for initial set up may be made. • Ongoing expenses are reimbursable. • Fees associated with insurance payment may be included. • SR-22, Past dues or past fees are not allowable.
Automobile Ownership / Operator Taxes	NO	• Not allowable: Automobile Purchase, Operator Taxes, Roadside Assistance, Impound Fees, Rental Car Fees, Lease Agreements.
Automobile Repairs	NO	• Automobile Repairs are not allowable.
Bicycles	MAYBE	• Community Bike Rentals (transportation support) – ie. Blue Bikes in Eugene. Customers may be supported through transportation if they are using the community bike rental for travel to and from their training program. • Helmets (clothing support) • Not Allowable: ○ Bicycle and bike lock purchase.
Books, Supplies, Software	YES	Participants may receive assistance with textbooks, training materials, and other reasonable and necessary school supplies for training. This may include but is not limited to: • Required software to participate in class(es) or

		training(s). • Calculator • Pen, paper, notebooks. • Copy paper, printer. • Personal organizer (Daily Planner, binder).
Business Expenses	Maybe	Business expenses may be reimbursable in some instances. The following may be allowable for reimbursement especially when the service is for a customer in an Entrepreneurial Training Program: • Transportation support to attend classes. • Business license fees.
Childcare Expenses	YES	See General Support Services A.
Clothing	YES	Clothing necessary for interviewing, training, and employment.
Course Registration Fees	YES, BUT	• Course registration fees for Scholarship and WorkEx tuition are paid first from the Tuition fund then from Support Services, if needed. • For Career Services with Support Services participants may receive assistance with education related costs necessary for training such as Lab Fees, Student Activity Fees, and Administrative Fees. • Past due fees of any sort are not allowable.
Driver License Testing Fee & Standard License Fee	YES	Driver's License supports include: • CDLs including endorsements • Oregon ID card or Driver's License if required for training or with a job offer, and the current ID is not expired if used as a Work Authorization document for eligibility purposes. • Penalties, fines, and fees for driving related costs or services are NOT allowable.
Drug / Alcohol Counseling	NO	Drug and alcohol counseling or therapy expenses are not allowable.
Drug Tests	YES	Drug tests are allowable as a supportive service when they are required for training or employment.

Medical Tests	NO	Healthcare of any kind is not allowable.
Fingerprinting	YES	Fingerprinting is an allowable cost only if required for training or with a job offer and the employer is unwilling to pay.
Food Staples & Groceries	NO	Food staples and groceries are not allowable.
Housing	NO	Housing, such as rent / mortgage, are not allowable.
Internet & Cell Phone Service	YES	Internet and cell phone service are allowable if needed for training and / or job search. * *In order to receive payment, participant needs to submit documentation outlining expenses (copy of statement/bill) BEFORE payment is made. For services that are combined into a single bill, itemized expenses must be determined in order to provide payment for allowable costs. Allowable as part of internet service: • Base service plan fees • Taxes and fees for internet • Rental fees for modem • Purchasing modem • Router or internet equipment including connection cords Allowable as part of cell phone service: • Base service plan fees • Taxes and fees • Hot spot • Minutes when not in a plan • Phone chargers • Battery pack • Reasonable phone accessories including headphones and protective phone cases. Past dues or past fees are not allowable for internet or cell phone service.
Legal Fees	MAYBE	Legal services are limited to costs associated to legal documentation needed in order to obtain employment.

		This may include: Fees associated with obtaining copy of birth certificate in order to obtain Oregon ID or DL required by employer. Expungement fees or services are not allowable.
Loan Payments	NO	Loan payments are not allowable. This includes outstanding debts, or other repayment loans such as: - Student loans - Car loans - Payday loans - Credit Card bills - Personal loans - Past due utility, rent, mortgage - Past due fees, penalties, or fines.
Medical Expenses / Healthcare	NO	Medical or healthcare expenses are not allowable. This includes: - Drug testing required for training or employment - DOT Physical or other physical required for training or employment - Eye exams - Medications - Medical care If a participant has a financial need in this area, explore another cost that is allowable (such as utilities) to free up funds for them to pay for this item.
Medical Expenses / Eye wear/glasses	YES	Eyeglasses or protective eye wear are allowable when required for a job or training.
Mental Health Treatment	NO	Mental health treatment is not allowable.
Other permits and fees	YES	Other permits and fees not already mentioned in this document when required for training or employment. These include: - Background checks for training and only for employment when not covered by the employer. - License fee related to training certificate. The following are not allowable: - Union dues - Aptitude testing, skills tests - Bonding fees (free bonding program exists through OED)
Personal		

Computers	YES	Personal computers when needed for training, job search, or employment. There is currently a \$500 cap for computers. Requests for a greater amount may be requested to LWP for case-by-case approval. Items eligible include: • Laptops • Chromebooks • Tablets • Desk top computers Allowable supplies not included in the \$500 cap are: • Computer cords • Computer mouse • Protective carrying case • Software for employment or training • Hardware including USB storage device and headphones • Printers WIOA Scholarship awardees can receive computers through the tuition support of their fund.
Personal Hygiene	NO	Personal hygiene products and services are not allowable.
Personal Identification	YES	Personal identification when these items are needed for employment and training. These may include: • State ID • Birth Certificates • Driver's License
Reasonable Accommodations	YES	Reasonable accommodations to participants with a disability when they are needed for a job and the employer cannot pay. Please consult with Workforce Supervisor for guidance for disability-related accommodations.
Short Term Training	YES	Short-term training is a support service. Short-term training is typically less than 40 hours and leads to a license or certificate. This may include: • Pre-requisites needed for a training program • Forklift Certification • CPR / First Aid training • Flagger • Security Guard
Transportation	YES	See General Support Services B and C May include: • Daily or monthly bus passes

		• Gas Cards – one-time only • Mileage Reimbursement • Ride sharing such as Uber or Lyft, with receipt • Taxi service, with receipt • Shared community rental transportation such as bicycle, with receipt. Verification of valid driver’s license and car insurance is NOT required for transportation payments.
Utilities	YES	Utilities can be paid when the participant needs to free funds in order to pay for something not allowable with support services. For instance, if they have a \$200 car repair, need their car for work / training, do not have the resources to pay for it, we could pay their utility bill that would enable them to redirect money they would pay for utilities to car repair. Utility costs may include: • Water • Sewer • Electric • Gas • Garbage Cable services, streaming services, arrears, or late fees are not allowable.
Weapons	NO	Weapons are not allowable. No item that is intended to inflict bodily harm on/or suppress others is allowable. This includes but is not limited to: • Guns • Ammunition • Mace • Tasers • Law enforcement or security guard baton • Knives (culinary knives are acceptable in “Work & Training Tools” below)
Work and Training Tools	YES	Tools needed for engagement with training or employment may include but is not limited to: • Culinary knives • Safety equipment • Safety clothing • Specialized tools • Alarm clock • Tutoring services • Personal equipment needed for long haul driving Not allowable:

		• All items related to self-employment.
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