

**Nevada Department of Employment, Training and Rehabilitation
Employment Security Division
Workforce Innovation Support Services**

**Workforce Innovation and Opportunity Act (WIOA)
State Compliance Policy (SCP)**

Policy Number: 1.15

Originating Office: Department of Employment, Training and Rehabilitation (DETR); Workforce Innovation Support Services (WISS)

Subject: Adult/Dislocated Worker Support Services & Needs-Related Payments (NRP)

Approved: Ratified Governor's Workforce Development Board (GWDB) Executive Committee, March 19, 2025; Ratified GWDB, January 19, 2017; Approved GWDB Executive Committee, November 14, 2016

Purpose: To provide the WIOA requirements for Adult and Dislocated Worker supportive services and needs-related payments.

State Imposed Requirements: This directive contains some state-imposed requirements. These requirements are printed in ***bold, italicized*** type.

Authorities/References: Workforce Innovation and Opportunity Act (P.L. 113-128); 20 CFR §§ 680.330 and 680.900-680.970; TEGL 21-22; TEGL 19-16 and TEN 12-21

ACTION REQUIRED: Upon issuance, bring this guidance to the attention of all WIOA service providers, Local Workforce Development Board (LWDB) members and any other concerned parties. Any local boards' policies, procedures, and or contracts affected by this guidance are required to be updated accordingly.

Background: WIOA is designed to improve workforce innovation activity services of the State and local workforce development systems. By increasing the employment, retention and earnings of participants, assisting in the attainment of recognized postsecondary credentials, and improving the quality of the workforce participants will obtain economic self-sufficiency and employers will gain a more competent workforce.

Supportive Services may be made available to eligible individuals participating in Title I career or training services. 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 with the discretion to provide the supportive services they deem appropriate, subject to the limited conditions prescribed by WIOA. Local Boards must develop written policies and procedures to ensure coordination with other entities to ensure the highest quality, most comprehensive service provision possible; prevent

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duplication of resources and services; and establish limits on the amount and duration of these services. Local Boards are encouraged to 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.

Needs-Related Payments are designed to provide a participant with resources for the purpose of enabling them to participate in training services. ETA 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. According to Section 134(d)(3)(B) of WIOA, a participant must be enrolled in a training program described in Section 134(c)(3) to receive needs-related payments.

Policy and Procedure:

Supportive Services

The term “supportive services” means services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under this Act. Reference WIOA Sec. 3(59)

Supportive Services Per WIOA Sec. 134(d)(2)

Funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, section 133(b), and funds allocated to the local area for dislocated workers under [WIOA] Section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively—

- (A) who are participating in programs with activities authorized in paragraph (2) or (3) of subsection (c)[participating in career and training services]; and
- (B) who are unable to obtain such supportive services through other programs providing such services.

[Training and Employment Notice \(TEN\) 12-21](#) provides a resource guide to assist jobseekers in finding and applying for financial assistance and other supportive services.

Allowable Supportive Services ([20 CFR § 680.900](#))

Supportive services for adults and dislocated workers are defined at WIOA Sec. 3(59) and Secs. 134(d)(2) and (3). Local WDBs, in consultation with the one-stop [American Job Centers of Nevada] 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. The provision of accurate information about the availability of supportive services in the local area, as well as referral to such activities, is one of the career services that must be available to adults and dislocated workers through the one-stop delivery system. (WIOA Sec. 134(c)(2)(A)(ix) and [20 CFR] [§ 678.430](#) of this chapter). Local WDBs must ensure that needs-related payments are made in a manner consistent with [20 CFR] [§§ 680.930, 680.940, 680.950, 680.960, and 680.970](#). Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA Sec. 134(c)(2) and (3).

These services may include, but are not limited to, the following. This list is not intended to be an exhaustive or exclusive list of allowable services:

- Linkages to community services;
- Transportation expenses such as:
 - Bus tickets, bus passes,
 - Gas cards and
 - Auto repairs;
- Childcare and dependent care;
- Housing assistance which may include:
 - Move-in costs, such as rent and non-refundable deposits,
 - Rental assistance and
 - Utilities (e.g., electric water, sewer, garbage, gas).
- Needs-related Payments;
- Educational Testing;
- Reasonable accommodations for individuals with disabilities;
- Legal Aid Services;
 - Expungement Assistance
- Referrals to Health Care;
- Items necessary for training and employment-related activities such as, but not limited to:
 - Uniforms or professional attire,
 - Hygiene,
 - Haircuts,
 - Books, fees, school supplies and other necessary items for students enrolled in training,
 - Tools required for training or employment,
 - Licenses or permits,
 - Work Cards (e.g. alcohol awareness, health, sheriff),
 - Payments and fees for employment and training-related applications, tests, and certifications.
- A participant may receive training-related assistance as a type of supportive service. Electronic devices, such as computers, laptops, and tablets may be purchased for training participants if needed to successfully complete the program, or if needed for job placement while still receiving career and training services, when not available through other resources, and if permitted by the LWDB's Supportive Services policy.
 - When the LWDB provides electronic devices as a supportive service, the LWDB's Supportive Service policy must include:
 1. Cost limits for the electronic device which are consistent with market prices for comparable goods.
 2. The disposition of the electronic device upon completion of the training, specifying whether the participant is allowed to retain the electronic device.
 3. Procedures to determine whether the individual already owns or has access to the required electronic device prior to purchasing a new electronic device.
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and

- Other resources that are necessary for the participant related to training or employment retention, as determined by the local board, to ensure the participants can continue to participate in and complete WIOA activities.

Supportive Services Participant Eligibility

- Supportive services may only be provided to individuals who are:
 - Participating in career or training services as defined in WIOA Sec. 134(c)(2) and (3); and
 - Unable to obtain supportive services through other programs providing such services.
- Supportive services may only be provided when they are necessary to enable individuals to participate in career service or training activities. [Reference 20 CFR § 680.910](#)

Disallowed Supportive Services-(2 CFR § 200)

- Payment toward goods or services incurred or received prior to the participant's enrollment in WIOA.
- Fines and penalties may not be paid with WIOA funds under any circumstances.
- Certain legal fees. *If this type of assistance is contemplated, and as appropriate per federal regulation, the LWDB must approve by entering a case note into the MIS as appropriate.*
- Bad debts; debts meet this definition at the point they are turned over to a collection agency for further action.
- Interest expenses. Revolving credit payments or other periodic loan payments are normally comprised of both interest and principal.
- *Payments for real or personal property that bears title (i.e. - automobiles, homes, etc.) cannot be made with WIOA funds.*
- The purchase of goods or services that are illegal under any federal, state, local, or municipal law or statute.
- Tobacco, marijuana products, alcohol or firearms.
- Union dues.
- WIOA funds may not be used for foreign travel *or foreign training*.
- Out-of-state job search and relocation expenses.
- Payments for participant memberships, dues and subscriptions are not allowed unless it is a specific requirement of a training program, or necessary and reasonable as a condition of employment.
- Entertainment costs, including tips. ([2 CFR § 200.438](#))
- Any other item that is not required for the individual to successfully complete their training and employment goals.

Follow-Up career services are not a qualifying service for receipt of supportive services; therefore, an individual who is only receiving follow-up services may not receive supportive services. [Reference TEGL 19-16](#)

Supportive Service Limitations

- (a) LWDBs 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 participants.

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(b) Procedures also may be established to allow one-stop centers to grant exceptions to the limits established under paragraph (a) of this section. [Reference 20 CFR § 680.920](#)

Needs-related Payments (NRP)

Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are a supportive service authorized by WIOA Sec. 134(d)(3). Unlike other supportive services, in order to qualify for needs related payments a participant must be enrolled in training. [Reference 20 CFR § 680.930](#)

Needs Related Payments Per WIOA Sec. 134(d)(3)

(A) IN GENERAL.—Funds allocated to a local area for adults under paragraph (2)(A) or (3), as appropriate, of Section 133(b), and funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide needs-related payments to adults and dislocated workers, respectively, 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).

(B) ADDITIONAL ELIGIBILITY REQUIREMENTS.—In addition to the requirements contained in subparagraph (A), a dislocated worker who has ceased to qualify for unemployment compensation may be eligible to receive needs-related payments under this paragraph only if such worker was enrolled in the training services—

- (i) 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 for dislocated workers under this subtitle; or
- (ii) if later, by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months.

(C) LEVEL OF PAYMENTS.—The level of a needs-related payment made to a dislocated worker under this paragraph shall not exceed the greater of—

- (i) the applicable level of unemployment compensation; or
- (ii) if such worker did not qualify for unemployment compensation, an amount equal to the poverty line, for an equivalent period, which amount shall be adjusted to reflect changes in total family income.

Adult Participant Eligibility Requirements to Receive NRPs

- Be unemployed;
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Be enrolled in a program of training services under WIOA Sec. 134(c)(3). [Reference 20 CFR § 680.940](#)

Dislocated Worker Participant Eligibility Requirements to Receive NRPs

- Be unemployed, and:
 - Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Act (TAA); and
 - Be enrolled in a program of training services under WIOA Sec. 134(c)(3) by the end of the 13th 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; or

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- Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA Sec. 134(c)(3). [Reference 20 CFR § 680.950](#)

Training Delay

Needs related payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address appropriate circumstances. [Reference 20 CFR § 680.960](#)

If local areas choose to do so, the availability of such extension and circumstance must be noted in policy. Documentation for the extension must be noted in Management Information System (MIS) case notes, and be kept in the participant's electronic file.

Determining Level of Needs-Related Payments

- The payment level for adults must be established by the LWDB. For statewide projects, the payment level for adults must be established by the Governors Workforce Development Board (GWDB).
- For dislocated workers, payments must not exceed the greater of either of the following levels:
 - The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation because of the qualifying dislocation; or
 - The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation because of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies. [Reference 20 CFR § 680.970](#)

Local boards must have written policy and ensure that needs-based payments are made in a manner consistent with [20 CFR §§ 680.930 through 680.970](#). Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training and are one of the supportive services authorized by WIOA. Unlike other supportive services, to qualify for needs-related payments a participant must be enrolled in training. The provision of needs-related payments is a discretionary local area activity. Funds allocated to the local area may be used to provide needs-related payments to adults and dislocated workers, respectively, who meet eligibility requirements.

LWDB Policy Requirements Summary

Each item provided must be documented thoroughly in case notes and all accompanying paperwork retained in the participant file/scanned documents. Description must provide enough information to determine what is being purchased or authorized, the price, duration if applicable and narrative documenting that the costs are reasonable and necessary.

Boards Must Have Written Policy Defining the Following per [20 CFR § 680.900](#), unless otherwise stated below:

- Define all Supportive Service that are to be administered in the local area (reference list at [20 CFR § 680.900](#) which may not be all inclusive), include an acceptable description of each supportive service.

- Define “necessary to enable an individual to participate” and how the need and rationale will be documented in Individual Employment Plan (IEP) and Management Information System (MIS) case notes.
- Address coordination of available resources in the local area including referral procedures and how it will be documented in MIS case notes.
- Define how each type of supportive service will be funded. (WIOA Sec. 184)
- Include LWDB limitations on the maximum amount of funding and or maximum length of time, if applicable. The policy must include how the established limits will be applied consistently for all participants. ([20 CFR § 680.920](#))
- Policy must include the procedure for handling unclaimed gift cards/items used in supplying supportive services and include a return policy addressing unopened and opened/used items. (WIOA Sec. 184)
- Address when supportive services are no longer allowable and what follow-up services may be provided once participants have exited.
- Address participant training attendance verification requirements before issuing supportive services.
- Define eligibility requirements for NRPs consistent with [20 CFR §§ 680.930-970](#) as well as documentation requirements in MIS and case notes.
- Determine the payment levels of NRPs for participants in the Adult program including documentation requirements in MIS case notes. (WIOA Sec.134(d)(3))
- Address the payment level requirements for NRPs for Dislocated Worker participants including documentation requirements in MIS case notes. (WIOA Sec. 134(d)(3))
- Address prohibited items as listed above and as described in legislation. ([2 CFR §§ 200.100-521](#); WIOA Sec. 181 & 184)

Best financial practices include validation by signature of the participant for all support service items including receipts of goods.

Participant File Requirements

The participant file/MIS/scanned document must contain at a minimum and per local board requirements:

- ***All financial documentation including, quote if any, purchase order/requisition, receipts, time frames if applicable and additional documentation to support the purchase for this participant. (i.e. rental assistance would require some form of documentation to tie the individual to the rental property)***

Required MIS Case Notes

- ***MIS case notes sufficient to determine what was purchased, from where, the cost, for what purpose the purchase was made and the date range, if applicable, it represents.***
- ***The need and inability to obtain this service elsewhere in the community for the supportive service/NRP service.***
- ***Co-enrollment details as to shared costs and services if any.***
- ***Purchase Order/Invoice details sufficient to determine the need for the purchase, what was purchased, from where, time frames and costs.***

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