

**AUTHORITY:** The Michigan Works! Southwest Workforce Development Board is established under the Workforce Innovation and Opportunity Act of 2014, and subsequent changes. The Board is assigned the responsibility to set policy for the workforce investment system within the local area.

**ORDER OF PRECEDENCE:** Where any part of this policy shall be determined to conflict with any federal, state or local policy, the federal, state, and then local policy shall take precedence without affecting any other part or parts of this policy.

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## Supportive Services (SS) and Needs Related Payments (NRPs)

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### BACKGROUND

Supportive services (SS) assist eligible participants facing specific barriers to participating in program activities, successfully completing training, and/or securing and maintaining employment when no other resources are available to address these needs.

Needs related payments (NRPs) are a stipend form of assistance that may be used to support eligible participants so they can participate in training.

Within the parameters of federal and state regulations and policies, Michigan Works! Southwest and the Workforce Development Board are responsible for establishing local policies and procedures for the use and documentation of supportive services and needs related payments.

### SCOPE

All workforce development programs, services and activities under the auspices of the Michigan Works! Southwest Workforce Development Board.

### REFERENCES

Workforce Innovation and Opportunity Act (WIOA) of 2014 and subsequent changes

State of Michigan Workforce Innovation and Opportunity Act (WIOA) Manual, March 11, 2021 and subsequent changes

State of Michigan Trade Adjustment Assistance Manual, May 10, 2019 and subsequent changes

State of Michigan Partnership. Accountability. Training. Hope. (PATH) Manual, October 27, 2021 and subsequent changes

State of Michigan Policy Issuance 20-35 and subsequent changes, Plan Instructions for Fiscal Year (FY) 2021 Partnership. Accountability. Training. Hope. (PATH) Employment-Related Supportive Services

State of Michigan Business Resource Network (BRN) Program Manual, August 28, 2020 and subsequent revisions.

State of Michigan Policy Issuance 21-01, and subsequent changes Workforce Innovation and Opportunity Act (WIOA) Statewide Activities Allocations to Support Integrated Education and Training (IET) Programs

State of Michigan Policy Issuance 20-07 and subsequent changes, The Workforce Innovation and Opportunity Act (WIOA) Four-Year Regional and Local Plans for Program Years (PYs) 2020 through 2023

State of Michigan Policy Issuance 20-34c2 and subsequent changes, Fiscal Year (FY) 2021 Temporary Assistance for Needy Families (TANF) Refugee Program Extension

State of Michigan Policy Issuance 21-34 and subsequent changes, Fiscal Year (FY) 2022 Partnership.Accountability.Training.Hope. (PATH) Transitional Support Services

State of Michigan WIOA Electronic Participant Management Information Guide (E P-MIG) and subsequent changes

State of Michigan WIOA Youth Electronic Participant Management Information Guide (E P-MIG) and subsequent changes

State of Michigan Trade Adjustment Act Electronic Participant Management Information Guide (E P-MIG) and subsequent changes

State of Michigan Welfare Reform Electronic Participant Management Information Guide (E P-MIG) and subsequent changes

State of Michigan Community Ventures / Business Resource Network Electronic Participant Management Information (E P-MIG) Guide and subsequent changes

Training and Employment Guidance Letter (TEGL) 19-16 Operating Guidance for the Workforce Innovation and Opportunity Act

20 CFR 680 Adult and Dislocated Worker Activities under Title I of the Workforce Innovation and Opportunity Act

## POLICY

### A. Supportive Services

1. Total funds available for supportive services shall be established within the requirements of the fund source and/or State policy guidance and negotiated with each subrecipient/service provider. The role of supportive services as a program component shall be described in each program's plan for service delivery.
2. Supportive services shall only be provided to individuals who meet the fund source and/or State policy requirements, are determined eligible, registered, and actively participating in a workforce development program and/or meet the requirements as set forth in state and/or federal guidance.
3. WIOA funds may be used for supportive services only when other resources are not available.
  - a. An attempt to utilize at least one other resource to address the identified supportive service in need must be made.
  - b. This attempt shall be documented in case notes along with the reason why it wasn't used.
4. For all funding sources, the program staff shall determine the need for the supportive service(s) and document this information in the participant's One Stop Management Information System (OSMIS) Individual Service Strategy (ISS), case notes, and participant file.

5. Based on federal, state and local policies, subrecipients/service providers shall establish written procedures for the use, distribution, and documentation of supportive services.
  - a. The written procedures shall include
    1. specific language that addresses a referral process to ensure that other sources of support are used when available; and
    2. language for processing supportive services and needs-related payments to ensure that acceptable accounting procedures are used in the provision of supportive services.
  - b. A copy of the subrecipient/service provider's supportive services procedures shall be provided to the MW!SW Administrative Unit annually within 30 calendars days of the signing of the subaward agreement.
  - c. The liability for equitable administration and documentation of supportive services is the responsibility of the subrecipient/service provider.
6. Local supportive service limitations and restrictions shall be established by the MW!SW Administrative Unit within federal and state policy guidelines and fund source and/or State policy requirements.
  - a. Supportive Services as they relate to Special Initiatives must follow guidelines established by funding source and/or State policy.
  - b. See Attachment A for a detailed description of local supportive service guidelines by fund source and/or State policy.
7. Subrecipients/service providers may establish supportive service limits within the MWSW locally established limitations that are more restrictive than State and federal policy.
8. On a case-by-case basis, and based on documented need, the MWSW Administrative Unit, at the written request of a subrecipient/service provider, and within federal and state policy guidelines, may waive a local supportive service limitation.
9. Regardless of the funding source, all supportive services shall be documented in the Supportive Services section of the OSMIS and a case note entered to describe the need and distribution of the assistance.
10. Within fund source guidelines and/or State policy, the Michigan Works! Southwest Administrative Unit may authorize other supportive services in the event services are not available from other sources and the service is needed in the acquisition or retention of employment or to continue training services. Subrecipients/service providers shall submit individual requests in writing, to the Michigan Works! Southwest Administrative Unit.
11. Subrecipients/service providers, One Stop partners and other community partners shall work together to coordinate the use of supportive services to prevent duplication of these resources.

Referral procedures, eligibility requirements, service limits and other information for partner and community-based supportive services shall be documented and shared with all subrecipients/service providers and One Stop partners.

12. Use and documentation of supportive services will be monitored as a part of the program and financial monitoring processes. All supportive service documentation shall be retained in the participant’s program file.

**B. Needs Related Payments (NRPs)**

1. Needs Related Payments may only be provided to recipients of training services where funding is available and allowable.
2. Participants receiving NRPs must be unemployed and do not qualify for, or have ceased to qualify for, Unemployment Insurance (UI) or Trade Readjustment Allowance (TRA).
3. The maximum payment of NRPs for Dislocated Workers must not exceed the greater of either of the following levels:
  - a. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
  - b. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income. Frontline staff are responsible for making the adjustment based on any notice they receive (verbal or written) from the participant, that a change has occurred in the total family income.
  - c. Supporting documentation of the unemployment agency fact sheet or the calculation of the weekly payment must be in the participant’s file.
4. The amount of each NRP received and the time period for each payment must be documented in the participant’s Individual Service Strategy (ISS).
5. NRPs may not extend beyond the participant’s training services.
6. Subrecipients/service providers shall establish a written procedure and payment system within the guidelines of the funding source.
7. Subrecipients/service providers shall consistently apply the local procedures to all eligible participants in the allowable training activity.
8. Participants shall meet all the eligibility criteria for the program/funding source from which NRPs are made available.
9. Need for an NRP shall be documented in the participant’s ISS, case notes and file.
10. NRPs shall only be provided for the actual hours of attendance in the training activity and only for the duration of the training activity.
11. Documents that support the payments, including signed and verified hours of attendance, actual amount of each payment, the time period covered by each payment, and other supporting documents will be retained by the MWA.

**INITIAL EFFECTIVE DATE**

9/8/2005

**APPROVED**

<b>Initial Policy:</b>	Workforce Development Board	9/8/2005
<b>Revision 01:</b>	WDB Executive Committee	7/7/2011
<b>Revision 02:</b>	WDB Executive Committee	6/5/2014
<b>Revision 02</b>	WDB	10/15/2014 <i>(All WDB polices accepted to apply to all four counties)</i>
<b>Revision 03</b>	WDB Executive Committee	6/17/2015
<b>Revision 04</b>	WDB Executive Committee	8/9/2019
<b>Revision 05</b>	WDB	2/18/2021
<b>Revision 06</b>	WDB Executive Committee	10/21/2021
<b>Revision 07</b>	WDB Executive Committee	2/23/2022

**EXPIRATION**

Ongoing