



PATHWAY HOME 6 SUPPORTIVE SERVICES

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I. BACKGROUND:

Supportive services, as defined under WIOA Sec. 3(59), 129(c)(2), and 134(c)(2) and (3), include assistance such as transportation, childcare, dependent care, housing, and needs-related payments necessary for participation in authorized activities. These services help reduce barriers and provide participants with the resources needed to engage in and complete planned programming.

In Reentry Employment Opportunities (REO) grants, supportive services are particularly critical to participant success. Supportive services in REO programs emphasize the availability of supportive services for all program participants at any time, including during a follow-up period. Additionally, REO participants have no requirement to be enrolled in or actively taking part in a training program before receiving supportive services. In addition to facilitating participation in career and training services, supportive services in REO programs are intended to directly address barriers to participation and improve employment retention.

II. SUPPORTIVE SERVICES:

Supportive services must be necessary for the success of the training plan, and the need must be documented in the participant's Individual Development Plan (IDP). They must be beyond the ability of the participant to pay and unavailable from other sources within the community. Supportive Services are not entitlements and should be provided to participants based on documented individual circumstances, the absence of other resources, and funding limits.

Justification for the provision of support services shall be documented in GPMS in the description section of the Supportive Services touchpoint and on the REO Supportive Service Form. Supportive service forms that are attached to this bulletin are required. Contractors may re-create the support service forms with their company logo on them if the language is the same.

Contractors must establish internal controls that result in equitable treatment in access to and the provision of support services to participants.

These services **may include, but are not limited to**, the following:

1. **Linkages to community services:** A non-financial supportive service.
2. **Transportation assistance:** Assistance may include bus tokens, mileage allowance, gas vouchers, or other travel assistance that is considered reasonable and necessary. Assistance may be provided for vehicles used as the primary source of transportation for training or work.
3. **Childcare and dependent care assistance:** The following childcare stipulations apply:
 - a. Participant shall access “Working Child Care Connections” at DSHS before authorization of WIOA funding for childcare.
 - b. Priority will be given to single heads of household. Reimbursement will not be made for daycare if the participant has an unemployed spouse at home. Special cases, such as handicapped spouses unable to work, shall receive individual consideration and be documented by the contracting agency.
 - c. Childcare services shall be paid to a licensed vendor unless the vendor is providing services in the participant's home. Exceptions can be made if it is demonstrated (documentation must be maintained) that childcare as described above is not readily available due to the child's age, the child's needs requiring special care, or lack of childcare in the area. This exception is intended as a temporary measure to allow the client to participate in training until acceptable childcare can be found.
 - d. The payment may be two times per month and will be based upon actual costs, but may not exceed the scales for either a full-day or half-day rate listed for Region 1 and Region 2 by Washington State DCYF, visit [subsidy-LC-2023.pdf \(wa.gov\)](#).
4. **Housing assistance:** Includes payments for overdue electricity, home heating fuel, water bills, temporary shelter, housing programs, transitional living, rental assistance, and/or mortgage. When providing rental assistance, a copy of the rental agreement from the landlord must be maintained in the file. If a rental agreement is not available, the landlord must complete and sign the Emergency Rental Assistance Request form. The Emergency Rental Assistance Request form must be maintained in the file. Each emergency will be dealt with on an individual basis.

5. **Educational testing assistance:** Assistance with testing fees, prep books, or practice tests costs for GED or other required educational assessments.
6. **Reasonable accommodations for individuals with disabilities:** Supportive services may include reasonable accommodations for individuals with disabilities, such as assistive technology, accessible testing/training materials, sign language interpreters, etc.
7. **Referrals to health care:** Assistance for medical, dental, mental health, and substance abuse services not covered by other insurance policies or by the State Labor and Industrial Insurance may be provided. Contractors must exhaust all other resources for medical assistance before using REO funds.
8. **Work-related clothes or tools:** A participant may receive additional supportive services, computers/laptops, clothing/uniforms, boots, helmets, gloves, glasses, and tools required for participation in training or to succeed in their employment.
9. **Post-secondary education classes expense:** Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes.
10. **Applications, tests, and certifications:** Assistance with payments and fees for employment and training-related applications, tests, and certifications.
11. **Legal aid services:** Assistance with unresolved legal issues, such as expungements, child support, or other court-ordered obligations, may be provided. Contractors must exhaust all other resources for legal services before using REO funds.
12. **Food Assistance:** Assistance with food. If Pathway Home 6 funds are ultimately used to purchase food, DOL expects case files to amply document:
 - a. Unsuccessful efforts to first secure food for the participant through federal, state, and community food assistance programs and services; and
 - b. The immediate need for Pathway Home 6 funds to be used to purchase food for the participant to enable effective participation in Pathway Home 6 program activities.

III. NEEDS-RELATED PAYMENTS

Needs-Related Payments (NRPs) are a form of supportive service available under the Pathway Home 6 (PH6) grant to assist eligible participants in continuing participation in required training

services. NRPs must comply with the Workforce Innovation Opportunity Act (WIOA), applicable federal regulations, and PH6 FOA requirements. NRPs are not entitlements and must be based on individually documented need, the absence of other resources, and funding availability.

1. **Purpose**

NRPs provide financial support to participants who face immediate economic barriers that would otherwise prevent them from participating in training activities. Under the PH6 FOA, NRPs may be used to meet short-term essential needs, such as food, utility payments, or other urgent and necessary expenses, when the cost directly affects the participant's ability to remain engaged in training.

2. **Allowable Use of Funds**

PH6 allows the use of NRPs consistent with WIOA Sec. 134(d)(3) and 20 CFR 680.930. Allowable uses include:

- Direct payments to participants to enable training participation.
- Immediate necessities that impact program engagement (e.g., food, utilities, essential personal needs).
- Costs that cannot be obtained through other community resources.

Per the Pathway Home 6 FOA, no more than 10 percent of total grant funds may be used for NRPs. Payments must:

- Be paid directly to the participant.
- Tie explicitly to a documented need identified in the participant's Individual Development Plan (IDP) and case notes.
- Be supported by documentation verifying both the participant's need and the actual transaction.

3. **Eligibility Requirements**

Participants receiving NRPs must meet the WIOA statutory criteria for Needs-Related Payments:

- Unemployment Status:
 - The participant must be unemployed and,
 - Must not qualify for UI benefits or must have ceased to qualify.
- Training Requirements
 - Participants must be enrolled in WIOA-approved training services at the time NRP is issued.

4. **Internal Controls and Consistent Application**

Contractors must maintain internal procedures ensuring:

- Equitable access to NRPs;
- Consistent eligibility determinations;
- Controls preventing overuse or misuse of funds;

- Compliance with the 10% FOA cap on NRP expenditures.
5. **Coordination with Community Resources**
PH6 strongly encourages the use of other available community resources prior to using grant funds for NRPs. Staff must document attempts to secure support through partner programs when appropriate.
 6. **Prohibited Uses**
NRPs may not be used for:
 - Payments not related to training participation;
 - Stand-alone services with no link to an active training plan;
 - Payments exceeding FOA limits or violating WIOA requirements.

IV. ACTION REQUIRED:

1. **Assessing Need for Supportive Services**
 - a. Case management staff will assess the need for supportive services during the Pre-Release assessment and follow-up review period.
 - b. Appropriate documentation must be provided and maintained in each participant's case file to justify the expenditure of supportive service funds. Documentation must include:
 - i. REO Supportive Service Form with written justification that the support service is necessary and reasonable,
 - ii. Advance approval by authorized contractor staff, and
2. **Providing Services**
 - a. Once approved, case management staff will provide the necessary support or referral to external providers.
 - b. Case management staff will enter, within fourteen (14) calendar days, all services provided in the GPMS system, documenting both the service type, associated costs, and support service payment justification.
3. **Auditing and Monitoring**
 - a. Contractors are required to provide a monthly, or upon request, to the South Central Workforce (SCW) a support service report detailing supportive service types, amounts, and payment issue dates, to ensure compliance with support service policy and grant guidelines.

V. ATTACHMENTS:

- Attachment 1 – Supportive Service Form

- Attachment 2 – Emergency Rental Assistance Request Form

VI. REFERENCES:

- 20 CFR § 680.900 Adult & DW
- TEGL 19-16 – Guidance on Services Provided Through Adult and Dislocated Worker Programs
- Pathway Home 6 – FOA-ETA-25-29