

## **GRWDB Supportive Services / Needs-Based Payments Policy**

**Purpose:** The Greater Raritan Workforce Development Board (GRWDB) approved a Supportive Services / Needs-Based Payments Policy at its April 11, 2019, meeting, and subsequently approved policy revisions at its April 16, 2020, meeting. This policy was updated on April 9, 2026, by the full board to add details on related procedures as well as funding and time limits.

**Background:** A key principle of Workforce Innovation and Opportunity Act (WIOA) Title 1 is to provide local areas with the authority and flexibility to make policy and administrative decisions based on the needs of the local community. In NJWIN 10-16(A), the New Jersey Department of Labor and Workforce Development requires that Local Areas establish written policies and procedures if they wish to implement Supportive Services and Needs-Based payments, with the discretion to provide the supportive services deemed appropriate by each Local Area.

**Policy:** The GRWDB recognizes the following as supportive services for purposes of ensuring coordination with other entities in achieving the highest quality most comprehensive service delivery to individuals:

- a. Linkages to community services
- b. Assistance with housing
- c. Reasonable accommodations for individuals with disabilities
- d. Legal aid services
- e. Referrals to health care
- f. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear
- g. Access to online training
- h. Other support services deemed reasonable and needed for the individual to enroll and complete training and attain and retain employment.

The GRWDB provider of Career Training Services may make available need-related payments for the following supportive services as permitted under WIOA where those services are not available elsewhere:

- a) Costs for transportation education on the use of public transportation to access career training, education, and employment.
- b) Costs associated with transportation vouchers or point to point rides to individuals for use in accessing career training, education, or employment connected to an Individual Training Account grant issued by the Career Training Services provider.
- c) The costs of books, fees, school supplies and other necessary items for individuals enrolled in post-secondary education classes through an Individual Training Account grant issued by the Career Training Services provider.
- d) The costs of employment and training related applications, tests, and certifications connected to an Individual Training Account grant issued by the Career Services Training provider.

- e) Ancillary costs associated with accessing online training through an Individual Training Account grant issued by the Career Training Services provider.
- f) Certification test costs for WIOA-eligible individuals taking courses in the Metrix Learning SkillUp online platform.
- g) Costs for transportation education, transportation vouchers or point to point rides, child care, program enrollment, access to online training, and credentialing or certification testing costs are also available to low-wage workers and recipients of Temporary Assistance for Needy Families (TANF) or Supplemental Nutritional Aid Program (SNAP).

The need for support services for an individual to enroll in and complete training and retain employment is assessed during the intake process by the Career Training Services provider and documented in the individual's Individual Employment Plan and in AOSOS. **Requests for supportive services must include the completion of [this form](#) by the Career Training Services provider and the customer.** Any support services subsequently provided also will be documented in AOSOS. Individuals found eligible to receive support services may assess up to \$750.00 in services during the time they are enrolled in Title I services. Eligible individuals may access a single service or multiple services that total \$750.00. In conjunction with the GRWDB's Follow-Up policy, an eligible individual may access services during the follow-up period once the need is documented. Support services provided during the follow-up period also will be documented in AOSOS. An individual receiving support services must provide a signed W9 and complete documentation confirming that they received the service/equipment; this documentation also must be signed by Career Training Services representatives. The Career Training Service provider must provide the documentation of the receipt of services with their monthly GRWDB expenditure report.

To fund these services, the GRWDB will work with the Career Services Training provider to determine a budget dollar amount for providing supportive services needs related payments for each program year and the GRWDB will establish supportive services needs related payments as a separate and distinct Local Area Annual program budget line.

If an individual requires support services that cost more than \$750.00, the Career Training Services provider must document that need and its reason. That request for additional funding will then be sent to the GRWDB which will review the request and make a decision based upon the individual's circumstances and need and the available funding the board manages.

During the intake process identifying the individual's support needs, the Career Training Service provider will share information about the availability of other supportive services in the Greater Raritan Local Area. The provider will use its network of related and adjacent agencies as well as the Greater Raritan Co-enrollment Matrix to refer the individual to the most appropriate resource. This includes information on how such services are funded when they are not available from Greater Raritan sources. This ensures non-duplication and maximization of all available resources.