



Workforce Development Board Policy ☒ Standard Operating Procedures ☒

Topic: Participant Financial Assistance and Support Services

Date: July 1, 2026

☐ New

☒ Revised

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Purpose

In accordance with the Workforce Innovation and Opportunity Act (WIOA) the local Workforce Development Board must define and establish policies and procedures for the following: Incentives, Needs Related Payments, Stipends, and Support Services.

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Policy Statement

It is the policy of the Portland Metro Workforce Development Board that the provision of Incentives, Needs Related Payments, Stipends, and Supportive Services shall be administered in accordance with the following conditions and requirements.



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Incentives (WIOA Youth)

An incentive is a financially based reward to a participant for successful achievement of planned milestones in allowable education, Training, Work Experience activities or employment placement and retention. These activities may include all types of Work Experience (including those not funded by WIOA Youth), financial literacy and work readiness education, entrepreneurial training, Post-Secondary education, Occupational Skills Training, a Pre-Apprenticeship Program, Secondary Education or employment placement and retention goals. Attendance-based milestones are not allowed.

Administrative Rules

- To award incentives, WIOA Youth Service Providers must have a policy and corresponding procedures that define how Incentives will be considered and awarded. The policy and procedures must meet the requirements of this policy; individual award payments will be reviewed and monitored against the provider policy and procedures. Provider policy and procedures must include the forms of acceptable documentation to be used to validate milestone achievements for which Incentives will be paid.

The policy must be provided to and approved by Worksystems' Youth Services Manager prior to any Incentive awards being planned or paid. If the policy is revised after approval, the revised version must also be approved before being implemented.

- Activities and corresponding milestones and planned incentives must be outlined in writing in the participant's Individual Career Plan before the commencement of the activities.
- Planned Incentives must be tied to milestones specific to the Training, Work Experience activities or employment retention goals.
- Incentive payments are to be paid by check payable to the participant, direct deposit into an account in the participant's name, or via pay card through a payment system where a specific pay card is assigned to a participant. Gift cards, gift certificates or retail vouchers cannot be used as Incentive payment.
- Participants are required to sign an acknowledgment of receipt of the Incentive. Check endorsement or direct deposit may be used as the signed receipt. Where pay cards are used, the signature is to be captured at the point the pay card is given to the participant, with the number/card ID noted. Electronic signatures are allowed utilizing tools such as DocuSign and Adobe Sign. Further Incentive payments to the pay card do not require additional signature.
- Planned Incentives are to be entered into I-Trac in the Payments Plan control prior to the commencement of the Incentive activity.
- Once the Incentive activity is completed and the payment awarded, the Incentive Payment is also entered in the Incentive Payment control on the Payments tab.
- Stipend payments must be paid from funds during the program year in which the program engagement occurred.



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Needs Related Payments (WIOA Adult/DW)

WIOA Adult Eligibility

To be eligible to receive NRPs the participant must be enrolled in the WorkSource Adult grant and:

- Be currently unemployed.
- Not qualify for, or have ceased qualifying for, unemployment compensation.
- Be enrolled in a program of Training services under WIOA.

WIOA Dislocated Worker Eligibility

To be eligible to receive NRPs the participant must be enrolled in the WorkSource Dislocated Worker grant and:

- Be currently unemployed.
- Have ceased to qualify for unemployment compensation or Trade Act funding.
- Be enrolled in a program of Training services under WIOA 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 six months.
- Be currently unemployed and do not qualify for unemployment compensation or Trade Act funding.

Payments

NRPs will be limited to \$245 per week in Training. Direct Deposit to the participant's bank account is the preferred payment method; payment by check is allowable and the check endorsement is evidence of participant receipt of NRP. NRPs have been determined to be non-taxable; therefore, issuance of a 1099 is not required.

Required Documentation: The participant is responsible for providing WorkSource staff with a signed (by instructor) verification of Training attendance during the week (with dates noted). Verification may also be in the form of an email from the instructor's email account, or a verification through an online training system of participant login and engagement in the Training course (with dates noted). Verification to be maintained with payment documentation.

Stipends (WIOA Adult/DW)

A Stipend is financial assistance provided to a participant while they engage in eligible Portland Metro cohort Trainings and is a sum of money paid to participants to help cover basic costs. All participants in the single Training cohort must receive identical Stipends. Stipends may be paid as an hourly amount attached to program engagement or as a total sum based on the length of the Training program. There must be clear goals and expectations set forth as to what the participant must do to earn a Stipend. Every Stipend awarded must have a clear connection to a specific participant goal as documented in their Cohort Training Application.

Administrative Rules

Service Providers must establish written procedures for paying Stipends to ensure proper and consistent application of this policy and that fiscal procedures are followed. At minimum, these procedures must address the following requirements:



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- Service Providers must follow business processes and procedures established by Worksystems for Stipend-allowable activities and related stipend amounts.
- Each stipend payment must include a record of the participant's engagement such as confirmation from the Training provider of attendance, a certificate of Training completion or credential. If none of these confirmation types are possible for a participant in a virtual Training, the participant may provide a screen shot that shows their attendance in the relevant remote classroom.

Staff must include a case note in the I-Trac record which outlines why the required documentation is not possible and justifies using the screen shot option.
- Stipend payments are to be paid by check payable to the participant, direct deposit into an account in the participant's name or via pay card through a payment system where a specific pay card is assigned to a participant. Gift cards, gift certificates or retail vouchers cannot be used as Stipend payment.
- Participants are required to sign an acknowledgment of receipt of the Stipend. Check endorsement or direct deposit may be used as the signed receipt (see additional details in Support Services – Administrative Requirements). Where pay cards are used, the signature is to be captured at the point the pay card is given to the participant, with the number/card ID noted. Electronic signatures are allowed utilizing tools such as DocuSign. Further Stipend payments to the pay card do not require additional signature as it's treated as a direct deposit.
- Stipend payments must be paid from funds during the program year in which the program engagement occurred.
- Stipends are to be entered into the I-Trac Stipend Payments control in the fund being used to pay the stipend.
- Any participant receiving a Stipend must complete a W-9 form. Participants receiving more than \$599 in Stipend payments in one calendar year will be issued a 1099 for tax reporting purposes.

Stipends (WIOA Youth)

A Stipend is financial assistance provided to a participant while they engage in Secondary Education, Occupational Skills Training, Post-Secondary Education, employability skills and/or work readiness training to help cover basic costs. Stipends may be paid as an hourly amount attached to program engagement or as a total sum based on the length of the service engagement. There must be clear goals and expectations set forth as to what the participant must do to earn a Stipend, as documented in the participant's Individual Career Plan or Learning Opportunity Training Agreement. Every Stipend awarded must have a clear connection to a WIOA Youth service tracked in I-Trac.

Administrative Rules

- To award Stipends, WIOA Youth Service Providers must have a policy and corresponding procedures that define how Stipends will be considered and awarded. The policy and procedures must meet the requirements of this policy; individual award payments will be reviewed and monitored against the provider policy and procedures. Provider policy and procedures must include the forms of acceptable documentation to be used to validate the service engagement for which Stipends will be paid.



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The policy must be provided to and approved by Worksystems' Youth Services Manager prior to any Stipend awards being planned or paid. If the policy is revised after approval, the revised version must also be approved before being implemented.

- Any participant receiving a Stipend must complete a W-9 form. Participants receiving more than \$599 in Stipend payments in one calendar year will be issued a 1099 for tax reporting purposes.
- Each Stipend payment must include a record of the participant's engagement such as confirmation from the Training provider of attendance, a certificate of Training completion or Credential. If none of these confirmation types are possible for a participant in a virtual Training, the participant may provide a screen shot that shows their attendance in the relevant remote classroom. Staff must include a case note in the I-Trac record which outlines why the required documentation is not possible and justifies using the screen shot option. If none of these are possible for a participant in a Learning Opportunity, the participant can complete a reflection exercise (video or written report) after completion of the Learning Opportunity.
- Stipend payments are to be paid by check payable to the participant, direct deposit into an account in the participant's name, or via pay card through a payment system where a specific pay card is assigned to a participant. Gift cards, gift certificates or retail vouchers cannot be used as Stipend payment.
- Participants are required to sign an acknowledgment of receipt of the Stipend. Check endorsement or direct deposit may be used as the signed receipt. Where pay cards are used, the signature is to be captured at the point the pay card is given to the participant, with the number/card ID noted. Electronic signatures are allowed utilizing tools such as DocuSign and Adobe Sign. Further Stipend payments to the pay card do not require additional signature.
- Stipend payment must be entered in I-Trac in the Stipend Control on the Payments tab.

Stipend payments must be paid from funds during the program year in which the program engagement occurred.

Support Services

Support Services are financial assistance to offset expenses necessary for a participant to engage in program activities or to seek or retain employment. Prior to considering Support Service payments, efforts must be made to identify resources in the community or from other grant resources that may provide the same support and use those available resources first.

Processes must be in place at each Service Provider for appropriate referrals to such services as SNAP, community-based social services and housing agencies. Staff are responsible for assisting participant exploration of resources from community sources and/or within the participant's personal support system. When other resources are not available, and based on individual assessment and availability of funds, Support Services may be provided through program services.

Support services are considered payments and do not extend program participation; therefore, every Support Service should be delivered with an appropriate staff service on the same day (e.g., Career Coaching). Support Services are available during both In-Program and Follow-Up services.



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Prerequisites

The participant must be enrolled in I-Trac and have documentation of Support Service need.

Documentation of Support Service Need

The support must be necessary to enable the participant to engage in Training, job search activities or employment. Documentation of need may be completed through the following methods:

- Completion of a Prosperity Planner budget

OR

- Customer Attestation through one of the following characteristics documented through a case note in I-Trac attached to the first Support Service payment:
 - Homelessness
 - Just released from incarceration within the past 90 days
 - Receiving public assistance including TANF, SNAP, Medicaid/SCHIP/OHP, HUD Housing Choice Voucher (Section 8), Home Energy Assistance (LIHEAP, OEAP, or WAP), Free & Reduced-Price Lunch (School Nutrition Program), WIC Program
 - Qualifies for a Tri-Met Low-Income Fare Hop Fast pass
 - The total family income for the six months prior to the Support Service payment is not more than 70 percent of the Lower Living Standard Income Level (LLSIL).
 - Unemployed

Administrative Requirements

Documentation

All Support Services are to be tracked in the participant's I-Trac record on the Payments Tab. When a Support Service is paid directly to the participant a signature that acknowledges receipt of the support payment must be on file with the back-up payment documentation noted below in Support Service Definitions.

Note: Direct deposit into an account in the participant's name and the endorsement on a cancelled check are both allowable documentation of this requirement. Direct deposit information must be received directly from the participant with approval to deposit Support Service payments into the account.

When a gift card (including a gas card) is provided as the support payment, receipts for the total amount of the gift card that reflect the purchase of allowable and approved items is required with the fiscal documentation file.

Fiscal Procedures

Each Service Provider must establish a written process to ensure proper fiscal procedures are followed, including paying from original invoices or childcare logs, securing original receipts and appropriate participant acknowledgment of direct payments made to reimburse participants.

Documentation of Support Service payments is maintained in the financial records attached to the payment record.



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Each Service Provider must establish and follow a process for reconciling pre-purchased Support Services (i.e., bus passes, pre-paid gas cards, retail store vouchers, gift cards, etc.). This reconciliation must occur at least quarterly (monthly preferred), with the documentation maintained on-site and made available during Worksystems or funder monitoring, as requested.

Note: Support Service purchases administered with pre-purchased (gift) cards must be allowable under the Federal Cost Principles.

Support Service payments/reimbursement must be made from funds during the program year in which they were incurred.

Support Service Definitions

Support Services are financial assistance to offset expenses necessary for a participant to engage in program activities or to seek or retain employment. Prior to considering Support Service payments, efforts must be made to identify resources in the community or from other grant resources that may provide the same support and use those available resources first. Service Providers may provide the following types of Support Services.

Note: Funds may not be used to pay for interest charges, late fees or payment or modification of a debt.

Books and Fees

Costs associated with required books, school supplies, test preparation materials, testing fees and fees required for Participants enrolled and officially registered in Post-Secondary Education, Training, Workforce Preparation or ABE, ESL or GED classes.

Required Documentation: The original store receipt, school record or test receipt (for fees) that reflects an itemization of the purchased items.

Child and Dependent Care

Childcare costs are for a child(ren) age 12 and under during the time the participant is engaged in program services — including travel to and from the service delivery site. Due to the high cost and limited resources this support should only be considered on a case-by-case basis.

A spouse, sibling, or other family member residing within the same household may not be paid with Support Service funds to provide childcare for the participant's children. Costs for care of an individual age 13 or over may only be paid if there is a documented disability stating the individual may not be left alone.

Required Documentation: A care log (completed by the participant and signed by the care provider verifying dates, times, and cost) is to be used to track the costs being reimbursed. The log must be retained in the financial documentation for the payment.



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Clothing/Personal Care

Clothing and/or related footwear or incidentals (including grooming and hygiene products) for interview, work or Training. This may include such items as a uniform/safety attire, or a type of work shoe or protective eye wear required for the job by an employer (and not provided by the employer) or required of trainees by the Training provider. Utilize community resources for interview attire whenever possible.

Required Documentation: The original store or merchant receipt that reflects an itemization of the purchased items.

Credit Repair

Credit counseling and other services necessary to assist participants with critical skills related to household budgeting, managing money, accessing a personal credit report, and resolving personal credit problems that will contribute to the participants' work readiness. Credit repair services are to assist the participant to be ready to enter Training, job search and/or maintain employment. Whenever possible, community resources should be utilized.

Required Documentation: The original receipt that reflects an itemization of the services provided and associated cost.

Drivers Education Training

Funds may pay the cost for a driver's education course through an ODOT-approved provider (<https://www.whydrivewithed.com/find-a-provider/>) to learn to drive and be able to secure an Oregon Driver's License in order to complete Training, job search, and/or maintain employment.

Required Documentation: Verification that the provider is ODOT-approved, and original invoice for the published fee/rate. Payment must be made to the Training provider.

Employment Documentation

Payment of fees required to replace documentation required to complete an I-9 with an employer to secure employment after program enrollment.

Required Documentation: Receipts that itemize the fees necessary to obtain the approved document with staff attestation (notation and signature on receipt copy is sufficient) that the identification documentation was secured.

Housing Assistance

To support and contribute to the participant's readiness to enter Training, education, or employment, assistance with housing costs may be provided. To be considered for housing assistance support, staff must determine that the situation would impede the participant's ability to conduct an efficient job search, maintain employment or participate in Training without the housing payment assistance, and that the participant has a plan for future payments.

Where community resources are available and the participant eligible, those resources must be used before Support Service payments can be utilized.



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Housing Payment

Housing payments may include current housing costs necessary to support participation in Training, education or to seek or retain employment. Payment of past-due rent may be made in limited circumstances when it is necessary to prevent immediate eviction and may be considered if:

- The cost is necessary to enable continued participation in Training/Education or to seek or retain employment;
- The amount is limited to a one-time payment; and
- No other resources are available
- Fees and interest charges associated with past-due rent are disallowed.

Required Documentation: Clear verification (copy of rental agreement, mortgage statement, voucher or detailed receipt) of charges due and participant residency is required. For mortgage assistance the participant must be one of the named borrowers/homeowners on the mortgage statement. For rent assistance, the address on the lease must match the participant I-Trac record if the participant is not named on the lease agreement. Payment must be made to the leaseholder/owner or mortgage holder.

Housing Stability Education

Grant funds may be used to pay the costs associated with community housing stability education services that will contribute to the participants' work readiness through stabilized housing.

Required Documentation: An invoice from the community service provider is required. Payment must be made directly to the education provider.

Housing Moving Costs

Payments for services or items necessary to move into stable housing may be considered and approved. Examples include but may not be limited to: Application and move-in fees, security deposits, motel vouchers for temporary housing, fees for access to Community Warehouse, household items, temporary storage unit costs, U-Haul or similar truck or van rental to move furniture. Whenever possible, community resources such as Goodwill and Community Warehouse should be utilized.

Required Documentation: Direct payment from an invoice to landlord/rental company or itemized receipt from the motel, store or merchant where the purchase was made.

Laptop Computer

Purchase of a basic laptop computer when needed to participate in program services, engage in Training or secure and/or maintain employment (when not provided by the employer or Training provider). This can include payment for computer software and software licenses.

Required Documentation: The original store or merchant receipt that reflects an itemization of the purchased items.



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Legal Services

When necessary to assist a participant in expunging a criminal record or to maintain work authorization documentation to secure employment or participate in a Training. Where community resources are available and the participant eligible, those resources must be used before Support Service payments are utilized.

Required Documentation: Itemized invoice that clearly details the services provided and the published rate for the service. Payment must be made to the vendor.

Medical/Dental/Optical

This Includes medical/dental/optical testing/treatment, prescriptions, mental health testing, counseling. Funds may only be used for co-payments and expenses of the participant and cannot be used for costs of family members. Due to the high cost and limited resources, efforts should be made to first utilize Oregon Health Plan, County health care resources, and/or sliding scale fee structures with providers and Support Service should be limited to the minimum required to permit the person to participate in Training, job search, accept employment, or maintain employment.

Note: Participant drug testing is not allowed except where required to participate in a Training, Apprenticeship program or to facilitate the hiring process for the participant.

Required Documentation: Co-payments may be reimbursed to the participant and require a receipt from the health care/service provider showing the date and amount of payment. All other payments must be made directly to the health care/service provider based on an original detailed invoice (no statements).

Participant Interpretation Services

Interpreter for a specific participant to participate in program services or training. Interpretation services must be provided free of charge to a participant using qualified and competent interpreters. A participant's friend or relative cannot be paid as a service provider of these services. Participant Interpretation Services are only allowed if the following conditions are met:

- Tied to a specific participant, AND
- Necessary for that participant to participate in any program services

Language line contracts, fees for translated materials, or services for general access are considered an Operating expense and not a participant Support Service.

Required Documentation: Itemized invoice that clearly details the hours of services provided and the published rate for the service. Payment must be made to the service provider.

Professional Test/License/Organization Fees

When professional licenses/certifications/test/test preparation fees or membership/professional event registration are required or necessary to ensure a participant obtain employment or provides increased access to employment opportunities in the associated sector. Support may include the cost for professional licenses; certifications; test fees and/or test preparation materials, including GED; business, technical and professional organization fees; professional event registration fees, etc.

Required Documentation: Original receipt(s)



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Relocation

When a participant accepts a job offer at a location out of Multnomah, Washington or Clackamas County and more than 50 miles away, grant funds may be used to share in the cost of moving to that location (e.g., U-Haul costs, etc.).

Required Documentation: A written, bona fide job offer must be documented to qualify for relocation support. Original receipt(s) of all approved relocation expenses must be maintained with the payment record.

Tools

When participants are required to purchase their own tools for employment or Training, this cost may be covered by Support Service payments. Examples include mechanic, shop, electrician tools, etc. Tools or equipment that is supplied by the employer, e.g., industrial equipment, stationery, machinery, safety equipment, etc., may not be paid for with Support Services.

Required Documentation: Original itemized receipts that reflect the allowable and agreed upon item(s). In addition, for tool purchases for Training, documentation from the Training provider of the required items is to be maintained in the file. For employment, a bona fide, written job offer that shows the requirement of employees providing their own tools or equipment (must be specific) must be provided prior to the approval of funds.

Transportation

Support Services are available to provide transportation assistance to participants to allow them to engage in services and activities that support Training and education, job search, and/or employment. Transportation types (and associated requirements) include:

Auto or Bicycle Repair

Funds may pay for repair and replacement of essential parts and safety equipment to an automobile or bicycle only if it can be verified there is no other reasonable way for the participant to transport himself/ herself to a Training or work site. For Auto Repair, the vehicle must be titled and registered in the participant's name, be properly insured and there must be written verification by a reputable certified mechanic that the repairs are needed.

Required Documentation: Original invoices/receipts are required for car and bike repair payments. Quotes or work orders will not be accepted for payment receipts. Auto Repair payment must be made to the invoicing certified mechanic and a copy of the auto registration, documentation of a valid driver's license, and proof of insurance card must be included with the payment record and verified to be the same vehicle on which repairs were made.

Auto Insurance

Support Service payment may be provided for auto insurance coverage required by the State of Oregon or Washington and can only be justified in a situation where, without the insurance, the participant would not be able to travel to the Training site and/or place of employment. The vehicle must be titled and registered in the participant's name and the participant must have a valid driver's license in their state of residence.



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Required Documentation: The original insurance billing with payment directly to the insurance company is required. In addition, documentation of a valid driver's license, a copy of the auto registration, and proof of insurance card is to be included with the payment record.

Auto Registration

Costs associated with DEQ test fees, title transfer and/or registration or renewal may be paid to allow participants to register their auto for the purposes of completing Training or securing and/or maintaining employment. Note that the Oregon Department of Motor Vehicles may require a valid driver's license and proof of auto insurance attached to the vehicle.

Required Documentation: The original registration/transfer/test receipt(s) and a photocopy of the new title and/or registration in participant's name must be collected and maintained in the Support Service financial file.

Bicycle/Scooter Purchase

When a participant chooses and it is determined that the purchase of a bicycle or a scooter is as, or more, cost effective than other types of transportation assistance, Support Service funds may be used to purchase a bicycle/scooter, including an appropriate bike helmet if the participant does not own one. If appropriate staff may require the participant engage in a bicycle safety class or may purchase a child's helmet or seat if the bicycle transportation is being used to drop children at school or child care to allow participant to work or attend training, and this cost may also be covered through Support Service payment.

Service Providers should develop a relationship with Community Cycling Center where consultation assistance on the decision and purchase, education and repair options are available for reasonable costs.

(<https://communitycyclingcenter.org/>)

Staff due diligence is required to determine and document:

- Using a bicycle as a means of transportation to and from the participant's job, school or Training location is reasonable and, over time, more cost effective and convenient than other forms of transportation. Staff determine reasonableness by evaluating with the participant things like distance, times, work schedule, long-term viability.
- The participant does not currently own a bicycle or have other modes of transportation available.
- The purchase price is reasonable based on some form of price comparison documentation (price quotes, including refurbished when available) for the type of bicycle being purchased.
- The type of bicycle being purchased is appropriate for the intended use (e.g., distance, night riding). An electric bike or scooter is allowed if the price is comparable to the price of a bike.

Note: Once purchased no other forms of Transportation assistance may be provided via Support Services.



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Required Documentation: The itemized receipt for the purchase and documentation of price comparisons to support the final selection decision are to be maintained in the financial file. Written attestation from the participant that they are choosing a bicycle for their transportation, they understand they will not be provided with other forms of transportation assistance once a bike is purchased, they do not currently own a bicycle, and justification that a bicycle is a reasonable mode of transportation for the purposes of getting to/from school, Training and/or employment is to be maintained in the participant file.

Parking

When necessary, to enable the participant to engage in career services or Training activities (e.g., college campus parking fees).

Required Documentation: Original receipts that reflect a location and time in line with approved service provision (i.e., a class schedule).

Public Transportation, Car Share, Fuel

Includes all modes of transportation (e.g., public transportation passes or tickets (including Hop Cards), gas for a personal vehicle, car share service, Uber/Lyft/taxi service, bicycle/scooter share service) to help participants engage in services and activities that support Training and education, job search and/or employment. Staff are required to determine that assistance provided is not duplicated, such as a bus pass for a month and gas purchase during the same month. Additionally, funds should not pay for the monthly cost of share vehicle services but can reimburse for the month(s) that the participant uses the service for allowable activities. This should be managed through verification of attendance logs and communication with the participant documented in file.

Required Documentation:

- A log must be kept that tracks activities supported with transportation assistance. A signed receipt for each instance of a transportation payment can replace a log as long as the tie to services is noted.
- A participant's signature acknowledging receipt of bus passes, bus ticket packages (not individual tickets), and gas card distribution is required. Signature acknowledging receipt can be obtained on the transportation log or through email confirmation from the participant.
- For other types of transportation, a detailed receipt showing date and time must support reimbursement payment and must align with activities noted in the log.
- Receipts for the total amount of a gas card are required and must show allowable and approved purchases (i.e. gasoline and not items from the mini mart).

Utilities

Utility assistance may be provided to assist a participant in stabilizing their living situation and to conduct an efficient job search, maintain employment or participate in Training. This includes past due utility payments, utility deposits (fees and interest charges are disallowed), internet cell phones and cell phone bills (but does not include any sort of television/cable expenses). Prepaid cell phone service may be paid for with Support Services funding.

The original bill must be provided before payment can be approved, with verification that the utilities/phone are for the Participant's personal residence or in the participant's name or phone number (in the case of cell phones).



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Required Documentation: Clear verification (copy of detailed utility invoice that matches participants address. Cell phone invoice that matches the participant's name or phone number in I-Trac) of charges due. Payment must be made to the vendor.

Support Services in Follow-Up (WIOA Adult/DW)

Support Services are limited for participants enrolled in WIOA Adult or WIOA DW who are in Follow-Up where all the following conditions are true:

- The participant is employed.
Required Documentation: Employment Detail record on the Outcomes Tab with a *Start Date* and no *End Date*.
- The Support Service is essential for job retention, wage gain or advancement.
Required Documentation: Case Note to document the circumstances for how the payment is required for job retention, wage gain, or advancement.
- The Support Service payment must be made directly to the vendor. Cash or cash-equivalent Support Services payments directly to the participant are prohibited.
Required Documentation: Vendor receipt.
- The Support Service payment must be one time or limited. Ongoing Support Service payments are prohibited.

The following types of Support Services are allowed in WIOA Adult and WIOA DW Follow-Up:

- Clothing – Uniform/safety attire or a type of required work shoe or protective eye wear
- Employment Documentation
- Laptop computer
- Professional Test/License/Organization Fees
- Relocation

The following types of Support Services are prohibited in WIOA Adult and WIOA DW Follow-Up:

- Books and Fees
- Childcare
- Credit Repair
- Housing Assistance
- Legal Services
- Medical/Dental/Optical
- Personal Care
- Transportation
- Utilities



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Training and Education Service Payments

Training & Education Service Payments include On-the-Job Training payments, tuition, fees, books and supplies for participants to engage in Training and education services. The participant must be enrolled in the I-Trac fund being used to pay for Training or education service payment.

Required Documentation

The detailed invoice from the Training or education service provider which is equal to or greater than the payment amount must be maintained in the financial files.

References

Workforce Innovation and Opportunity Act (WIOA), Sections 3, 129, 134, and 188

20 CFR Part 680, Subpart G (680.900-680.970)

20 CFR Part 681

29 CFR Part 38

2 CFR Part 200, including 200.302, 200.303, 200.403-405, and 200.456

TEGL 19-16 WIOA Adult/DW

TEGL 21-16 WIOA Youth