

SUPPORTIVE SERVICE POLICY AND GUIDANCE

EXECUTIVE SUMMARY

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) Title I funds for supportive services to eligible participants enrolled in the WIOA Adult, Dislocated and Youth programs.

This policy includes documentation requirements to show that the supportive service is allowable, reasonable and not otherwise available to the participant.

This policy is intended to:

- assist participants with important supportive services needs to enable them to fully participate in WIOA services
- allow a streamlined process of approval and reimbursement;
- enable accurate and timely tracking of expenditures;
- be relevant across all funding sources; and
- provide guidelines for staff in working with participants
- includes allowable supportive services and its supporting documentation, which is described in –
 - ❖ Appendix A: Approved Supportive Services Guide of Miscellaneous/Emergency Items. This supportive service items list represents the most common obstacles to a participant's training and/or job search success.

REFERENCES

WIOA Public Law: <https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>

WIOA Final Regulations: https://www.doleta.gov/wioa/Final_Rules_Resources.cfm

BACKGROUND

WIOA provides supportive service guidelines for WIOA eligible adult and dislocated workers and youth participants. Supportive services are provided to eligible WIOA adults, dislocated workers and youth when the supportive service will assist the participant in helping remove barriers with the intent to help participant reach his/her employment and training goals.

PROCEDURAL GUIDANCE

Supportive Services may be provided to eligible WIOA participants who are:

1. Enrolled in WIOA Career services (Individualized, and Training Services), or
2. Have exited and need post-program supportive services as follow-up services (for up to 12 months after exit) (See SECTION V. Appendix B: Approved Supportive Services in Follow-up) AND
3. Unable to obtain supportive services through other programs providing such services. WIOA supportive services are limited and must be coordinated and leveraged with other community resources. In every instance of providing supportive services, staff must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the support service and create a hardship to the participant.

Supportive Service Outline

| Services Available | Total Amount Available |
|---------------------------|-------------------------------|
| All eligible participants | \$1000 |

SUPPORTIVE SERVICES REQUIREMENTS

The availability of and referral to supportive services is one of the core services that must be made available to adults and dislocated workers through the America's Job Center delivery system and must be made available to all eligible WIOA participants based on demonstrated need. Under no circumstances should a WIOA enrolled participant be denied supportive services without the documented concurrence of a supervisor or manager.

The following requirements and conditions must be adhered to for any supportive service to be approved. Noncompliance will result in disallowable costs related to the specific supportive service request.

Allowable Supportive Services:

1. The primary criterion for a participant's eligibility to receive supportive service funds is enrollment in a WIOA activity.
2. The scope of services will be limited by the availability of funds and specific cost and time limitations established in this policy. All supportive services are contingent upon available funding and approval.
3. Supportive services shall be provided based on an evaluation of a participant's level of need as outlined in case notes and Individual Employment Plan for participants in the Adult and Dislocated Worker Program and Individual Services Strategy for participants in the Youth Program.
4. Receipts for supportive service requests must be submitted within 30 days of purchase.
5. Supportive services must be requested and approved prior to expending or directing a participant to expend funds and cannot be expended and/or reimbursed prior to enrollment into WIOA, to WDB Fiscal Manager for payment.
6. The dollar amounts listed are not an entitlement and as such, the participant must be in compliance with program requirements, including active participation in WIOA services.

7. Lifetime cap – If a participant exhausts the Supportive Service funds, the participant is no longer eligible for supportive services.

Disallowed Supportive Services:

1. WIOA funds cannot be used to pay fines incurred for breaking the law (i.e. speeding or DUI tickets), penalties (i.e. late fees or DMV penalties) or a down payment or contracted payment on an automobile, real property or interest.
2. The participant claiming a need for supportive services must live in the service delivery area: The locations served are Salinas, Monterey, Marina, King City, Castroville, Sand City, Greenfield, Gonzales, Soledad, and the unincorporated areas of Monterey County.
3. Only under extenuating circumstances will supportive service requests for participants residing outside of the service-delivery area be reviewed and approved by an administrative staff. Detailed case notes by staff will be required to justify providing such a service.

Training Related Supportive Services:

1. Satisfactory performance which is defined as a participant who while in training related activities (this does not include workshops) must adhere to an attendance policy of 100% of the total instructional hours on a monthly basis. **AND**
2. Maintain satisfactory academic progress in their program of training. In the event that satisfactory academic progress does not occur, the participant must understand and agree that they will not be entitled to supportive services.

DOCUMENTATION AND APPROVAL

The following procedures provide the general framework for the supportive service process. Service provider administration may authorize exceptions to these procedures on an individual basis.

Determination of Need:

It is the responsibility of service provider staff to determine if the participant is in need of supportive services. In addition:

1. There has to be justification to support the expenditure. Entry of the appropriate supportive service activity codes must be entered in CalJOBS and detailed case notes must contain information that supports the request.
2. Receipts must be submitted within 30 days of purchase.
3. All supportive service activities and expenditures must be tracked in the supportive service log maintained by the assigned service provider staff.
4. Participants must be in the program for at least 2 months with active participation in WIOA services which includes but not limited to --
 - Currently enrolled in Training related activities
 - Active Job Search: Case Notes need to demonstrate active job search. It is the responsibility of the staff authorizing the supportive service request to determine active job search activities.
 - Staff must confirm attendance and satisfactory performance prior to reimbursement –

Approval Process:

1. Service provider staff will authorize supportive services payments and submit the payment request along with the Final Supportive Service paperwork and necessary back-up documentation for approval to MCWDB Finance Department (Note: Check disbursements usually take up to 30 days after submittal.) Service Provider designated staff will pick up the checks from the MCWDB Finance Dept.
2. MCWDB finance staff will review the request in its entirety, ensuring that all the necessary conditions for approval have been satisfied. In the event that **all** conditions as stated in the Policy are not completed the finance staff will return the request to the respective staff member. Once the request has been approved, an obligation record is created. (Note: The respective staff will be able to continue to request payments for supportive services as long as the cap and overall approved budget has not been exhausted.

Documentation: (see Appendix A for details)

1. Activity codes in CalJOBS
2. Supportive Service Case Note/s
3. Original Receipt/s
4. Other supporting documentation (if applicable)

INQUIRIES

If you have questions please contact staff at (831) 796-6434. This policy is posted on the WDB website located at: www.montereycountywdb.org/policies/

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

Appendix A: Approved Supportive Services Itemized List

| Miscellaneous Item Description | Allowable Amount(s) | Required Documentation for Finance (receipts are required for all items) | CalJOBS Activity Codes |
|---|--|---|------------------------|
| Books, Software <ul style="list-style-type: none"> As needed per course syllabus | Up to \$500 | | 326 |
| California Department of Motor Vehicles <ul style="list-style-type: none"> DMV Printout, Smog check | Free with CalJOBS Order OR prevailing state fee | <ul style="list-style-type: none"> Three (3) quotes are required for all car repair SUS Requests Valid car registration | 185 (other) |
| Car Repair <ul style="list-style-type: none"> Emergency Repairs/Replacements Emergency Tire Replacement (only used tires will be approved) | Up to \$350 Up to \$200 | | 185 (other) |
| Clothing & Uniforms <ul style="list-style-type: none"> Interview Clothing, Uniforms, Shoes, Work Boots Based on training and job search needs | Up to \$200 <ul style="list-style-type: none"> Maximum \$75 per interview clothing and shoes | For participants in ETPL and OJT <ul style="list-style-type: none"> Itemized list of necessary items must be provided by the school These items are deemed necessary for successful completion of the training program and placement | 188 |
| Fingerprinting, Background, and Drug Screening for Employment or Training | Usual and customary fee | | 185 (other) |
| Haircuts Once a month | Up to \$30/month, \$150 | | 185 (other) |
| Identification Birth Certificates, California Driver's License/ID | Prevailing State/County Fee | | 185 (other) |
| Immunization For Employment or Training | Prevailing Fee | | 185 (other) |
| Tools and Supplies <ul style="list-style-type: none"> For Employment and Training Office Supplies, Ink Cartridges | Up to \$350 <ul style="list-style-type: none"> Maximum \$150 for tools | <ul style="list-style-type: none"> Tool reimbursements requires Employer Offer Letter | 188 |
| Professional Development Fees <ul style="list-style-type: none"> Testing, Credentials, Licenses, Certifications | Prevailing initiation fee. Up to \$500 | <ul style="list-style-type: none"> Exam Fees will only be reimbursed after proof of passing and/or Certification of Completion | 186 and 191 |
| Toiletries <ul style="list-style-type: none"> ONLY COVERS THE FOLLOWING: Toothbrush, cap, tooth cleaner, floss, razor, blades, shaving oil/cream, comb and/or hairbrush, shampoo, bar soap, deodorant | Up to \$25 per month | | 185 (other) |
| Transportation <ul style="list-style-type: none"> Monthly Bus Pass, Gasoline Reimbursement Prevailing public or non-profit transportation rate; gasoline reimbursement equivalent to buss pass rate | Up to \$200 per month for gasoline reimbursement | <ul style="list-style-type: none"> Eligible while in training and up to 3 months after training is successfully completed Gas receipts must be reviewed thoroughly to ensure transportation need and provide case note justification | 181 |
| Medical Services/Vision As required to attending training or to obtain/retain employment | Maximum \$125 for single vision lenses and \$150 for bifocals \$150 Lifetime cap | | 182 |

Appendix B: Approved Supportive Services Itemized List

| Miscellaneous Item Description | Allowable Amount(s) | Required Documentation for Finance (receipts are required for all items) | CalJOBS Activity Codes |
|--------------------------------|---------------------|--|------------------------|
| Transportation | \$200 | Gasoline/Bus Pass Receipts | F12 |
| Work Related Uniforms/Attire | \$200 | Employer Letter/Receipts | F13 |
| Work Related Tools | \$200 | Employer Letter/Receipts | F14 |