

w2f-sus-2019#1. Revised: June 2020

To: work2future Service Providers  
From: San Jose Silicon Valley Workforce Development  
Effective Date: Immediately  
SUBJECT: Supportive Service Policy



## OPERATIONAL DIRECTIVE

work2future Workforce Development Board  
5730 Chamberlin Dr. San Jose, CA 95118  
408-794-1200

### BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) of 2014 provides guidance on the provision of supportive services for WIOA Title I eligible Adults, Dislocated Workers and Youth as needed to participate in WIOA authorized activities.

### REFERENCES:

- Workforce Innovation and Opportunity Act (WIOA) of 2014, Sections 3(59), 129(c)(2)(G), 134(d)(2) and (3)
- 20 CFR WIOA Final Rule 680.330, 680.900-680.920 and 681.570

### PURPOSE:

- This policy provides guidance regarding requirements for granting supportive services to enrolled WIOA Title I Adult, Dislocated Worker, and Youth program participants. **All WIOA Adult, Dislocated Worker and Youth Program Service Providers shall comply with this policy.**

### POLICY:

- work2future Workforce Development Board will make supportive services available to all appropriate WIOA Adult, Dislocated Worker and Youth participants enrolled in WIOA, in order to assist in obtaining and retaining employment.
- Supportive services may not exceed maximum amount lifetime cap of \$800.
- **Additional Emergency Assistance:** A participant may receive the following Emergency Assistance during WIOA participation if the support is determined necessary to facilitate or continue participation in WIOA-funded activities. When emergency assistance is provided, there must be a reasonable expectation that the assistance will resolve the situation and that support is not accessible through other community means. Emergency assistance should only be issued once individuals have applied for applicable government or community benefits, unless 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.
  - **Housing** – Housing assistance includes one-time supportive service payments for rent assistance. Participant will need to provide a notice of non-payment and must have a plan for how they will fund the following month's housing. When supportive service funds are used to pay this expense, all the necessary documentation must be in the participant's file that verifies the address, rental amount and notice of non-payment. **Housing assistance may not exceed \$2,000.**

Other types of housing assistance may be available. All housing assistance supportive service requests must be approved by work2future Director in advance.

- **Utilities – One-time** payment of utilities is an allowable expense. Participant should have a plan for how they will fund the following month's utilities. **Utility assistance may not exceed \$300.**
- As funding for WIOA supportive services may be limited, Service Providers must ensure they have established protocols for referral to other community resources and programs to assist participants with meeting their supportive service needs. Prior to payment of any supportive service, Service Provider staff shall make and document every attempt to ensure that each participant has exhausted all other opportunities to obtain services from other local agencies in the community prior to approval and submission of any payment and/or reimbursement.
- Receipts for supportive service requests must be submitted **within 30 days** of purchase.
- Service providers shall establish and utilize appropriate checks and balances necessary to guarantee the integrity of the supportive services funding. Service Providers shall ensure systems are in place for the review, approval and payment of supportive services pursuant to current WIOA, State regulations, and local WDB directives, policies and procedures. Service Provider will develop an internal operational policy, which will be made available to work2future WDB staff to ensure compliance and consistency in granting supportive services.
- Supportive services payments will only be provided when the service is allowable, justifiable, deemed necessary and reasonable, and documented in the Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
- Receipts or invoices must be detailed sufficiently to ascertain that charges do not include unallowable items. Unallowable costs include, but are not limited to the following:
  - Interest on borrowing;
  - Deposits (including housing deposits),
  - Fines, penalties and bad debt expenses,
  - Payment for goods/services incurred or received prior to participant enrollment in WIOA
  - Certain legal fees
  - Payments for real or personal property that bears title

#### **SERVICE PROVIDER RESPONSIBILITIES:**

1. All supportive services payments and collection of back-up documentation (i.e. receipts, mileage logs) will be the sole responsibility of the service provider. Service provider must ensure:
  - Payment records will be maintained, completed and readily available for monitoring or audit reviews.
  - Participant records and financial records will meet the standards for financial management and participant data systems.
  - Original receipts that are dated, itemized, reflect amount paid and type of payment made, with the vendor's printed name, address and phone number will be submitted to WDB-Finance.
2. Service provider shall ensure that the AIFT module in CalJOBS are completed accurately and in a timely manner, including corresponding case notes and activity codes entered in CalJOBS within 5 working days.

## SUPPORTIVE SERVICE ITEMS DESCRIPTION

<b>Transportation</b>	<p>Transportation assistance is intended to assist WIOA enrolled Adult, Dislocated Worker, and Youth participants with the cost of utilizing public transportation and/or operating a specific automobile that is registered in the name of the participant for a participant to commute to and from work, attend workshops, training or other work related WIOA activities. In the event the participant does not possess a car/valid driver's license, they may request reimbursement for transportation provided by another licensed driver. All documentation requirements shall apply to the designated driver. The participant's eligibility and need for transportation assistance must be documented and continue to be evaluated and noted in the case notes at least every 30 days.</p> <ol style="list-style-type: none"> <li>a. Service provider must ensure the most economical and sustainable method of transportation assistance is approved for each participant. This will include an evaluation of ability for the participant to continue attendance in training should the participant exhaust the supportive service maximum rate.</li> <li>b. Service provider must have policies and procedures in place to ensure copies of current driver's license, insurance and registration are on file for any mileage or auto repair assistance.</li> <li>c. In lieu of mileage reimbursement work2future may issue Bus Passes to the Service Provider and may be utilized for individuals to participate in training or for the first month of employment.</li> <li>d. Automobile repair may be authorized for participants who are currently employed or in a WIOA approved training or require assistance to start or retain employment. Case Manager must verify that the vehicle is currently registered and insured under the participant's name. Auto repair is limited to one vehicle per participant enrollment cycle and such repairs can only be for minor repairs, such as tires, brakes, water pump, etc., Regular automobile maintenance, such as oil change, smog inspection, and tune-up services are not reimbursable under this policy.</li> </ol>
<b>Clothing and Uniforms</b>	<p>Professional, work-appropriate or interview clothing, uniforms and shoes may be purchased for enrolled WIOA program participants.</p>

<p><b>Tools and Safety Equipment</b></p>	<p>Work appropriate tools and necessary safety equipment may be purchased as needed for enrolled WIOA participants to obtain and/or retain employment or participate in training.</p> <ul style="list-style-type: none"> <li>a. Tool and safety equipment purchases related to the participant’s occupational goal are allowed providing the training provider or employer submits a list of specific tools or equipment required. The list should include costs and must indicate the tools/equipment are a requirement for training or employment.</li> <li>b. Tools and safety equipment purchased during the training phase of a participant’s program shall not be duplicated during the participant’s employment phase.</li> </ul>
<p><b>Personal Maintenance</b></p>	<ul style="list-style-type: none"> <li>a. The need for supportive services of this type shall be determined by the case manager</li> </ul>
<p><b>Medical Services</b></p>	<ul style="list-style-type: none"> <li>a. Medical services shall be limited to eye examinations, the purchase of eye glasses, hearing tests, the purchase of hearing aids, physical examinations, drug testing, immunizations, health screenings (such as tuberculosis (TB) or hepatitis screening), and x-rays studies as required by a training provider or as a prerequisite for obtaining employment with a specific employer.</li> </ul>

<b>APPROVED SUPPORTIVE SERVICES ITEMIZED LIST</b>			
<b>Supportive Service Item</b>	<b>Additional Required Documentation for work2future - Finance</b>	<b>Activity Codes (Adult &amp; DW)</b>	<b>Activity Codes (Youth)</b>
<b>Books, Software</b> <ul style="list-style-type: none"> <li>As needed per course syllabus</li> </ul>		192	493
<b>Automobile Repair</b> <ul style="list-style-type: none"> <li>Emergency Repairs/Replacements</li> <li>Emergency Tire Replacement (only used tires will be approved)</li> </ul>	<ul style="list-style-type: none"> <li>Three quotes are required for all car repair SUS Requests</li> <li>Valid car registration</li> </ul>	185	485
<b>Clothing &amp; Uniforms</b>	<b>For participants in Training related activities</b> <ul style="list-style-type: none"> <li>Itemized list of necessary items must be provided by the school</li> <li>These items are deemed necessary for successful completion of the training program and placement.</li> </ul>	188	487 – Employment related 493 – School related
<b>Training/Employment: Fingerprinting, Background, and Drug Screening</b>	For Employment or Training	185 (other)	485 (other)
<b>Identification: Birth Certificates, California Driver's License/ID</b>		185 (other)	485 (other)
<b>Tools and Supplies</b>	Tool reimbursements for Employment requires an Employer Offer Letter	188	487
<b>Professional Development Fees</b> <ul style="list-style-type: none"> <li>Testing, Credentials, Licenses, Certifications</li> </ul>	Exam Fees will only be reimbursed after proof of passing and/or Certificate of Completion	186 and 191	490
<b>Toiletries</b> <ul style="list-style-type: none"> <li>ONLY COVERS THE FOLLOWING: toothbrush, cap, tooth cleaner, floss, razor, blades, shaving oil/cream, comb and/or hairbrush, shampoo, bar soap, deodorant</li> </ul>		185 (other)	485 (other)
<b>Transportation</b> <ul style="list-style-type: none"> <li>Monthly Bus Pass, Gasoline Reimbursement</li> <li>Prevailing public or non-profit transportation rate; gasoline reimbursement equivalent to bus pass rate.</li> </ul>	<ul style="list-style-type: none"> <li>Mileage Log</li> <li>Original Receipts will be submitted to work2future-Finance</li> </ul>	181	481
<b>Medical Services/Vision</b> As required to attending training or to obtain/retain employment		182	482
<b>Emergency Assistance: Housing</b>	Notice of non-payment and rental agreement	189	488
<b>Emergency Assistance: Utilities</b>	Notice of non-payment	190	489