

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 AND 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 education, training, and/or employment goals. 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.

- Supportive Services have a maximum reimbursement limit of \$1,300 per program year.
- **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 assistance is ***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 assistance is ***one-time*** payment of utilities. 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.

- Itemized 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 operating procedure, 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 participant case file.
- 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 bear title

SERVICE PROVIDER RESPONSIBILITIES

- All supportive services payments and collection of required supporting back-up documentations such as purchase receipts, mileage log, and attendance log (if in training) will be the sole responsibility of the service provider. Service provider must ensure the following:
 - Case notes the need for supportive services to take part in career and/or training services with gaps identified in the objectives assessment and Individualized Education/Employment Plan.
 - Ensure participants can adhere to supportive service reimbursement requirements and identify possible alternatives as needed. 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.
 - Periodically review the reimbursement rate and will use the Internal Revenue Service (IRS) standard mileage rate as the City's rate.
 - Attach a copy of the mileage log along with a map of travel route and the attendance log for each business trip when submitting travel mileage reimbursement.
 - Travel destinations pertain to commuting to and from work, attend workshops, approved training, or other work related WIOA activities.

- Service provider shall ensure that the Advanced Individual Fund Tracking (AIFT) module in CalJOBS are completed accurately and in a timely manner, including corresponding case notes, activity codes and voucher entered in CalJOBS within **5 working days**.

Exceptions

Any exceptions to this policy must be approved by the work2future-Director, Program Manger, or the authorized representative of the WIOA Service Provider and documented in the participant file.

Please contact the work2future Administrator on duty, work2future.MIS@sanjoseca.gov, for any questions regarding this policy.

SUPPORTIVE SERVICE ITEMS DESCRIPTION	
Clothing and Uniforms	Professional, work-appropriate or interview clothing, uniforms and shoes may be purchased for enrolled WIOA program participants.
Medical Services	Medical services shall be limited to eye examinations, the purchase of eyeglasses, 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.
Personal Maintenance	The need for supportive services of this type shall be determined by the case manager
Technology	Chromebook, E-Book, Hot Spot Devices, Software, and Tablet
Tools and Safety Equipment	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. • 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. • Tools and safety equipment purchased during the training phase of a participant's program shall not be duplicated during the participant's employment phase.
Child Care	With documentation of need for assistance in the case file, child care may be necessary to enable an individual to participate in WIOA authorized activities to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and/or career readiness for participants, especially when the WIOA participants are the primary caregivers.

Transportation	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. • 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. • 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. • Up to \$150 per month can be requested for mileage reimbursement, with a maximum of up to \$1,300 per program year. 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. • 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.
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APPROVED SUPPORTIVE SERVICES ITEMIZED LIST			
Supportive Service Item	Additional Required Documentation	Activity Codes (Adult & DW)	Activity Codes (Youth)
Automobile Repair - Emergency Repairs/Replacements - Emergency Tire Replacement (only used tires will be approved)	- Three quotes are required for all car repair SUS Requests - Valid car registration - Active auto insurance policy	185 (other)	485 (other)
Child Care Assistance	Case notes of need for assistance, preapproval by work2future Director, and an estimate of cost	180	480
Tools/Clothing & Uniforms	For participants in Training related activities: - 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. - Tool reimbursements for Employment requires an Employer Offer Letter	188	487
Emergency Assistance: Housing	Notice of non-payment and rental agreement	189	488
Emergency Assistance: Utilities	Notice of non-payment	190	485
Incentive	For youth only	NA	419
Identification: Birth Certificates, Signed Social Security card, California Driver's License or Identification Card, Passport card/book.		185 (other)	485 (other)
Medical Services/Vision As required to attending training or to obtain/retain employment		182	482
Employment-Related Cost Testing, Credentials, Licenses, Certifications	Professional Exam Fees will only be reimbursed after proof of passing and/or Certificate of Completion	191	490
Training/Employment: Fingerprinting, Background, and Drug Screening	For Employment or Training	185 (other)	485 (other)
Technology and Supplies Book/E-Books, Software, Chromebook, Hot Spot Devices, Tablet - As needed per course syllabus		185 (other)	485 (other)

Toiletries COVERS THE FOLLOWING: toothbrush, cap, tooth cleaner, floss, razor, blades, shaving oil/cream, comb and/or hairbrush, shampoo, bar soap, deodorant, feminine products		185 (other)	485 (other)
Transportation - Monthly Bus Pass - Prevailing public or non-profit transportation/gasoline reimbursement rate	Mileage Log must include - address of origin - address of destination - mileage travelled Attendance Log	181	481 and Follow-up Phase F12