



COUNTY OF SAN LUIS OBISPO
DEPARTMENT OF SOCIAL SERVICES
WORKFORCE DEVELOPMENT BOARD

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POLICY NO: 07-19
TO: Service Providers
FROM: Department of Social Services
EFFECTIVE: January 01, 2020, REVISED: May 26, 2021
SUBJECT: Supportive Services

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 parameters for granting supportive services to enrolled WIOA Title I Adult, Dislocated Worker and Youth program participants.

This policy is based on SLOWDB's interpretation of WIOA law, regulations and policies and federal, state and local laws, regulations and policies. This policy will be reviewed and updated based on any additional federal or state guidance.

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. Supportive services may be provided when the services are necessary to enable an individual, who cannot afford to pay for such services, to participate in WIOA Title I Career, Training or Youth services and provided that such services are not available from other sources.

Additionally, Workforce Development Boards may establish limits on the provision of supportive services, including a maximum amount of funding and maximum length of time for supportive services (including needs based payments, described in Policy 08-19) to be available to participants.

POLICY:

The San Luis Obispo County Workforce Development Board will make available supportive services to appropriate WIOA Adult, Dislocated Worker and Youth participants enrolled in Career, Training or Youth services. Supportive services shall not exceed maximum limits for specific categories as defined in this policy and may not exceed an overall maximum of \$1,000 per enrollment cycle of a participant. 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.

Supportive services may be provided to eligible individuals who:

1. Demonstrate a financial need to receive support services to enable the individual to participate in Career, Training or Youth services, as documented in a budget and Individual Employment Plan (IEP) or Individual Service Strategy (ISS); and
2. Are unable to obtain supportive services through other programs providing such services.

WIOA authorized supportive services may include, but are not limited to:

- Linkages to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing;
- Needs related payments (further defined in Policy 08-19);
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- Payments and fees for employment and training-related applications, tests and certifications.

PROCEDURES:

A. Determination of Need

1. 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). These forms shall be complete, include a budget reflective of each participant's financial situation, and shall be used to justify the provision of any supportive services payments and/or reimbursement.
2. 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.

3. Provision of supportive services must be qualified and documented as being essential in assisting an individual to successfully participate in WIOA Career, Training or Youth activities or as necessary for a participant to accept and/or retain employment.

B. Provisions

1. To the extent possible, similarly situated participants will receive similar payments.
2. When supportive service cannot be funded by the primary WIOA Title I Service Provider but are necessary for the participant to continue in the program, the WIOA Title I Service Provider will explore other methods to assist participants in securing such assistance.
3. Adult, Dislocated Worker and Youth program participants may receive supportive services after exit provided the assessment of need relating to employment or training is documented.
4. 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
5. Receipts or invoices must be detailed sufficiently to ascertain that charges do not include unallowable items.
6. Maximum allowable supportive service expenses per participant will not exceed \$1,000 per enrollment cycle. Service Provider staff must ensure sufficient funding is available prior to obligating supportive service funds.

C. Supportive Service Categories

WIOA allows for a wide menu of supportive services. The following are the most generally utilized and authorized supportive services. Supportive services not specifically identified in this directive must be submitted to the DSS Program Manager for approval prior to authorization.

1. 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, training or other training or 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. Vehicle registration and vehicle insurance may not be paid utilizing WIOA funds. 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 60 days.

- 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.
- 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.
- c. Mileage reimbursement shall not exceed \$3.00 per day for in-county and \$5.00 per day for out-of-county, up to the \$1,000 maximum for the duration of enrollment. However, the sum of all supportive services (transportation, child care, other services) cannot exceed \$1,000.
- d. Attendance must be verified for all days in which mileage is claimed.
- e. Regional 31-Day Passes may be purchased for individuals to participate in ongoing training or for the first month of employment/on-the-job training.

2. Child Care Assistance

Participants with children 12 years or younger are eligible for child care when it is determined other funding sources, including but not limited to CalWORKS, are not available to pay for such services. Payments for child care may not exceed the Regional Market Rate Ceilings for subsidized child care (<http://www3.cde.ca.gov/rcscc/>). The selection of safe and adequate child care providers is the sole responsibility of the parent or guardian of the child in need.

3. Automobile Repair

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., not to exceed \$250. Regular automobile maintenance, such as oil change, smog inspection, and tune-up services are not reimbursable under this policy.

4. Medical Services

In order to pay for medical services, they must be necessary to enable participation in an approved training activity or to allow a program participant to accept or maintain employment. Supportive services for medical services shall not exceed \$150.

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.

5. Housing Assistance

Participants with an immediate need for housing assistance to prevent an eviction may qualify to receive funds towards a one-time emergency housing payment. Housing assistance may not exceed \$250 and should only be used in combination with other funding to ensure the participant will not be evicted from current dwelling. WIOA funds may not be used to assist with rental deposits or final month's rent.

The DSS Program Manager must pre-approve all requests for housing assistance. This request must be submitted in writing with all other required documentation, including a current rental agreement, and must clearly demonstrate all actions taken and resources explored by a participant prior to the request.

6. Text Books, Fees and Supplies

WIOA participants enrolled in "non-WIOA" funded training (including community college or university) programs may be eligible for supportive services to assist with the purchase of books, fees and supplies as needed to participate in their training activity.

- a. The training program must relate to the participant's enrollment goal, be documented in the IEP/ISS and be verified by the case manager.
- b. A current copy of the syllabus and list specifying text book(s) and associated costs required to complete the training activity must be obtained prior to authorization.
- c. ETPL WIOA funded training programs are not eligible to receive supportive service reimbursements related to the purchase of books. All books related to this type of training shall be included in the original contractual agreement with the training provider.

7. License/Certification Fees

License/Certification fees are allowable when the expense directly relates to a condition of employment, training and/or for attaining employment.

- a. Verification that the testing or exam is needed to participate in the WIOA activity, non-WIOA funded training, or employment must be obtained from the training agency and/or employer.

8. Clothing and Uniforms

Professional, work-appropriate or interview clothing, uniforms and shoes may be purchased for enrolled WIOA program participants, not to exceed \$200.

- a. Purchase of interview clothing is limited to one (1) set (i.e. blouse or shirt and pants, shirt and skirt, or a single dress, and shoes).
- b. Uniforms should be limited to no more than two (2) uniforms.

9. 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, to a maximum of \$200.

- 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.
- 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.

D. Service Provider Responsibilities

Service Providers shall accept unconditional fiduciary responsibility for issuing federal funds on behalf of the WDB as specified in this policy. 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.

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:
 - a. Payment records will be maintained, completed and readily available for monitoring or audit reviews.
 - b. Participant records and financial records will meet the standards for financial management and participant data systems.
 - c. Records will be maintained in accordance with records retention requirements.
 - d. Original receipts that are dated, itemized, reflect amount paid and type of payment made, with the vendor's printed name, address and phone number are required for reimbursement payment.
 - e. Original invoices that are dated, itemize services or goods, reflect amount billed, with the vendor's printed name, address and phone number are required for payment to vendors.
2. Service provider shall ensure that a case note regarding the type of supportive services received and the corresponding activity are entered in CalJOBS within five (5)

working days from the service date.

3. Service provider shall ensure supportive service corresponding activity code date reflects date supportive service was issued to participant/vendor.
4. Service provider must ensure that supportive service activity code has a corresponding career service or follow up activity code tied to supportive service activity in CalJOBS with the same actual begin date and actual end date unless there is an open training activity code. Supportive service and corresponding career service, follow up, or training activity codes must be coded to the same funding stream.
5. Service provider shall ensure that the total supportive services expenditures for each participant does not exceed the maximum allowable amount of \$1,000.

EXCEPTIONS TO POLICY:

There may be emergency or extenuating circumstances that would warrant a higher than average expenditure in any of the service categories. Any authorizations exceeding the average expenditure as listed above must be approved by the DSS WIOA Program Manager or WDB Director.

AVAILABILITY OF FUNDING:

Service providers will take necessary steps to disburse the supportive services in a manner to provide services throughout the program year to customers who are in need. It is expected that the availability of funds will fluctuate during the program year as participant need varies.

Supportive services funds distribution is ultimately contingent upon the availability of funds. In response to changing needs and the resulting variations in usage, the supportive service average amounts are subject to change, but will not exceed the maximum expenditures identified in this policy.

ACTION:

All WIOA Adult, Dislocated Worker and Youth Program Service Providers shall comply with this policy. This policy will remain in effect from the date of issue until such time that a revision is required.

INQUIRIES:

Any questions regarding this policy may be directed to the DSS WIOA Program Manager at 805-781-1838.

Workforce Development Board (WDB) Approval Required? Yes X No ___

Initial approval date: 10/09/2019

WDB revision approval date: 5/6/2021