



SUPPORTIVE SERVICES

PURPOSE

This policy establishes guidelines for allowable supportive services, general limitations, and documentation necessary for supportive services.

This policy supersedes Local Policy Bulletin #2018-06 Supportive Services Policy for WIOA Youth Programs Services, dated August 23, 2018. Retain this policy until further notice.

SCOPE

The Workforce Development Board of Ventura County (WDBVC) and its contractors and subrecipients.

REFERENCES

- Workforce Innovation and Opportunity Act (WIOA) (Public Law 113-128) Sections 3(59) and 134(d)(2)(3)
- 2 CFR Title 2 Grants and Agreements: Part 200 – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards Subpart E – Cost Principles, 200.441
- 20 CFR Section 680.900-970
- Training and Employment Guidance Letter (TEGL) No. 19-16, Operation and Guidance for the Workforce Innovation and Opportunity Act (March 1, 2017)
- TEGL No. 21-16, Third Workforce Innovation and Opportunity Act (WIOA) Title I Youth Formula Program Guidance (March 2, 2017)

POLICY

The term “supportive services” refers to those financial-based or physical accommodations that are reasonable and necessary and/or required for a customer to participate in activities authorized under Title I of the Workforce Innovation and Opportunity Act (WIOA).

Any participant who is enrolled, may be eligible for supportive services if they are unable to obtain assistance from other agencies providing such services. In general, supportive services may include training-related and employment-related expenses.

The availability of and referral to supportive services is one of the career services that must be made available to participants. All efforts to secure supportive services from other sources must be first exhausted and documented in the proper form before expending funds.

Needs-related payments can help individuals who may not have the resources available to participate in training meet their non-training expense to complete training successfully. A

The Workforce Development Board of Ventura County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

participant must be enrolled in a WIOA-funded training program to receive needs-related payments and must meet eligibility criteria set by the WIOA.

The need for supportive services for must be noted when developing the Individual Employment Plan (IEP) or Individual Service Strategy (ISS). Therefore, a thorough understanding of the resources and services available from other state, federal, or local agencies is pivotal in providing services with funds.

A customer shall not be denied supportive services without documented concurrence of a supervisor or manager.

Allowable Costs

Supportive services are available up to a maximum lifetime aggregate amount of \$5,000.00 for enrolled customers.

A customer who re-enrolls after previously being enrolled and exited will not have access to supportive services if the previous exit and 4-quarter follow-up resulted in an unsuccessful outcome.

This support services limit includes training-related materials and supplies during WIOA or non-WIOA funded training.

Documentation of need does not automatically entitle a customer to supportive services, since need could be addressed by non-WIOA and/or community resources.

Follow-up

Supportive services are not allowed for WIOA Adults and/or WIOA Dislocated Workers in follow-up.

Supportive services may be provided to WIOA Youth during follow-up, providing the supportive services are reasonable, necessary, and are directly related to the successful outcomes of the WIOA program.

Limitations

Supportive services will not be provided for expenses incurred prior to participant's enrollment in WIOA career services and training. Additionally, the following do not qualify for supportive services:

- Fines, penalties, damages and other settlements
- Entertainment, including tips
- Contributions and donations
- Auto loans

- Refund deposits
- Pet food
- Alcohol, tobacco or recreational drugs
- Items for family members, friends, or anyone who is not the participant
- Out-of-state job search and relocation expenses that will be paid by the prospective employer

Please refer to the Uniform Guidance, which establishes uniform administrative requirements, cost principles, and audit requirements for federal awards. The Uniform Guidance applies to all federal awards made on or after December 26, 2014. Therefore, beginning with WIOA Program Year (PY) 2015-16 funds, all subrecipients of this funding must adhere to the Uniform Guidance, DOL Exceptions, and corresponding WIOA administrative requirements, cost principles, and audit requirements. For more information on Uniform Guidance implementation, please see TEGL 15-14.

Special Situations

Individual items must be related to training, placement, or other relevant activities and are subject to a case-by-case review. The maximum supportive services amount is subject to established limit(s) or item(s) requested. The authorized Program Manager or designee must approve all requests.

Procedures and Documentation

1. Supportive services may only be provided to enrolled individuals, who are participants in career and/or training services. Staff must establish need by verifying that customers are officially enrolled in career and/or training services and determine that requested services provided are reasonable and necessary
2. Staff are responsible for ensuring that participants are informed of the available services and procedural requirements and notified that they are not automatically entitled to supportive services. Supportive services are not entitlements and are subject to funding availability.
3. Supportive services may only be provided to individuals, who are unable to obtain supportive services through other programs that provide such services. A minimum of at least three (3) community resources must be contacted for any service requested by the customer and documented. Referrals to community resources shall be documented in case notes including item or service requested and name of community resource that the customer was referred to (e.g. 2-1-1, Human Services Agency, Employment Development Department, etc.).
4. Participants shall prepare a personal budget verifying they do not have the financial resources to obtain the service. The most current budget must be included in the

participant record. The WDBVC recommends the use of the CalJOBS budgeting tools for this purpose.

5. Supportive services provided must be reasonable, necessary, and allowable based on established local, State and Federal guidelines and regulations. The attached Supportive Services Matrix (Attachment I) is for internal staff use only and should not be shared with participants.
6. All supportive service payments must be relevant to the results of the objective assessment of each participant's IEP/ISS. The need for supportive services must be listed in the participant's IEP/ISS.
7. Supportive services cannot be provided retroactively. All supportive services must be pre-approved as outlined in this policy.
8. The cost of supportive services must demonstrate a direct connection in placement of a participant in employment activities or education and training programs, which will eventually lead to unsubsidized employment, and assist in building skills needed to succeed in the workplace.
9. Supportive services require the submission of a Supportive Services Request Form (example in Attachment II). The form must be completed in its entirety and signed by the participant and applicable program staff. Failure to properly complete the supportive services forms may result in a delay/denial of the request for supportive services. If a Service Provider already has a form in use, it must include all the elements from Attachment II.
10. Each request for supportive services must be clearly documented in the CalJOBS case notes. The case note must include the participant's individual needs and how these needs relate to the supportive services request. For example:

Supportive service assistance for (insert type of supportive service) was requested by (insert participant name). All practical alternatives have been exhausted (name attempted resources) to obtain these supportive services through other resources. (Insert participant's name) requires this assistance to complete (his/her) (insert type of activity). The cost for this supportive service is (insert actual amount). Supportive service funds will be used to pay for this supportive service, and the participant has received a total of (\$000.00) in supportive services year-to-date, not including this service.

11. Input appropriate service code in CalJOBS with the actual date of issuance as the start and end date. Each supportive service activity must be opened as a new activity in CalJOBS. If participants receive supportive services in the period of follow-up (excluding WIOA Adult and WIOA Dislocated Worker), designated activity codes for follow-up services shall be used and entered in CalJOBS.

12. A copy of the supportive service (card, check, etc.) shall be made and placed in the participant's file. The participant shall sign and date the copy upon receipt. This copy must be placed in the participant's file.
13. Other (special circumstances) supportive services may be granted on a case-by-case basis only with the approval of the Program Manager or designee. Special circumstances requests may not exceed \$500.00 for a 12-month period.
14. Groceries and on-site meals for program participants are beyond the scope of WIOA.
15. Invoices, statements, and receipts necessary to verify that a supportive service has been provided must be returned to staff. It is the responsibility of the staff that distributed the supportive service to ensure that all support services documentation is collected and added to the participant file.
16. Returned receipts must indicate that the supportive service was used for its intended purpose. For example, the receipts for a \$50.00 gas card should display that \$50.00 of gasoline was purchased. If the supportive service was not used for its intended purpose, no additional supportive services will be provided for the participant unless the participant reimburses the difference.
17. Supportive services that have remaining balances must be returned by the participant and tracked by the service provider.
18. Maintain all services and their costs (up to the \$5,000.00 limit) in the Supportive Services Expense Log (Attachment III).
19. If a participant receives a supportive service and fails to return the appropriate documentation/receipts, **no additional supportive services will be provided until such receipts are provided**. Supportive services may continue to be provided should the participant return the value of the supportive service in which the receipt was lost.
20. An Affidavit of Lost/Stolen/Destroyed Supportive Services (Attachment IV) must be completed by the participant, if a supportive service is lost or stolen. Any reported lost/stolen supportive service should be immediately recorded.
21. All supportive services shall be tracked for audit purposes on a Supportive Services Master Log (Attachment V). An inventory of all supportive services will be conducted by a designated staff, who is responsible for the supportive service.

ACTION

Bring this policy to the attention of all affected staff.

INQUIRIES

Inquiries regarding this policy can be addressed to the WDBVC at 805-477-5306.

/S/ Rebecca Evans, Executive Director
Workforce Development Board of Ventura County

ATTACHMENTS:

- Attachment I - Supportive Services Matrix
- Attachment II - Supportive Services Request Form
- Attachment III - Supportive Services Participant Log
- Attachment IV - Affidavit of Lost/Stolen/Destroyed Supportive Services
- Attachment V - Supportive Services Master Log