



## WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY

### LOCAL POLICY BULLETIN #2018-06

#### Supportive Services Policy for WIOA Youth Programs Services

Effective date: August 23, 2018  
(Original effective date: January 10, 2018)

**SUBJECT:** Policy on WIOA Supportive Services for WIOA Youth Programs Services

#### **REFERENCES:**

WIOA Sec. 3(59), WIOA Sec. 134 (d)(2)(3)  
2 CFR 200, 20 CFR 680.330, 20 CFR parts 680.900, 680.910, 680.930-970, 681.570, 681.970, 29 CFR 680.140  
Training and Employment Guidance Letter (TEGL) 19-16,  
Training and Employment Guidance Letter (TEGL) 21-16,  
Workforce Services Directive WSD 16-02

#### **PURPOSE**

Supportive services are services that are necessary to enable an individual to participate in activities authorized under WIOA.

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

#### **OVERVIEW**

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).

Supportive services is one of the 14 youth program elements described in CFR 681 which may be provided in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into postsecondary education, and career readiness for participants. Youth who are enrolled and receiving any of the prescribed 14 elements, including training or follow-up services under WIOA, may be eligible for supportive services if they are unable to obtain assistance from other agencies providing such services.

#### **POLICY:**

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 (training only)
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;

- Referrals to health care;
  - 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
- Payments and fees for employment and training-related applications, tests, and certification.

Needs-related payments may also be provided to the WIOA-enrolled customers only when participating in training services.

Supportive services only may be provided when they are necessary to enable individuals to participate in WIOA Youth service and/or training activities.

All efforts to secure supportive services from other sources must be first exhausted and documented in the proper form before expending WIOA funds.

Supportive services may not be utilized to pay for expenses incurred prior to the participation's enrollment into the WIOA program.

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

A WIOA 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 WIOA-enrolled customers in individualized services.

Documentation of need does not automatically entitle a customer to WIOA Supportive Services since need could be addressed by non-WIOA resources.

### **Incentives**

Incentives for Youth programs is addressed in Local Policy Bulletin #2015-06: Policy on Incentives for Youth Programs.

An incentive is a one-time or a regular payment, non-cash, to a WIOA Youth participant for the successful participation in, and achievement of, expected milestones, program and performance outcomes linked to training or work experience. Such incentives could include improvements marked by testing or other successful outcomes.

- Incentives are intended to be used to encourage and motivate WIOA youth to reach specific goals (milestones) and obtain positive outcomes.
- Such awards are not an entitlement and are subject to the availability of WIOA Youth funds.
- As supportive services, such awards must be allowable, necessary for the participant's success in the program and reasonable.
- Program operators have the option of including in their program design those incentives that they deem most appropriate for their participants; but these awards must conform to the guidelines set forth in the WIOA, individual provider contracts and this policy.
- A statement of incentives and a line item in the budget will be a part of the contract of each operator of a Youth program.
- No more than \$1,200 may be allotted for incentives for any one participant. Exceptions to this maximum allotment require the prior approval of the Executive Director of the WDB.
- Incentives are to be carefully distinguished from regular supportive services, tuition, and other similar needs-related payments; and any allotment for incentives is exclusive of these services.
- Incentive payments must be scheduled and documented in each participant's Individual Service Strategy (ISS).

### **Limitations**

Supportive services may not be utilized to pay for expenses such as fines, penalties, late finance charges and interest payments, down payments on real estate properties or automobiles, or refundable deposits.

Under no circumstance may Supportive Services funds be used to pay any legal violations or fines incurred for breaking the law, such as speeding or DUI tickets.

Supportive service funds will not be used to pay for treatment of medical problems, illness or medical co-payments.

Supportive services will not be used to pay for any late fees associated with credit card payments, automobile, rent, or mortgage payments or for a down payment on an automobile or real property.

### **Special Situations**

Individual items must be related to training, placement or follow-up activities, related to the successful completion of such WIOA activities and related to successful performance outcomes. Supportive services 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 WIOA program provider, manager or designee must approve all requests.

### **Follow-Up**

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

### **OTHER:**

Providers of WIOA Youth program services of Ventura County are to establish:

- Internal controls that result in equitable treatment;
- policies and procedures for verification of need, justification of need; authorization of supportive services and allowable costs (when applicable) for such services;
- policies and procedures for data entry into the CalJOBS system (i.e., activity codes, case notes, electronic document management); and
- assurance of coordination with other community resources

Limits may be placed on supportive services including maximum amount of funding, length of time and exceptions of the limits subject to availability of funds.

### **ADDITIONAL RESOURCES**

For additional processes, refer to *SSY-01 Supportive Services Policy – WIOA Youth*

### **INQUIRIES**

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306