

**WIOA Supportive Services Policy****Policy Memorandum 16-04, revision 2**

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Date: February 13, 2025

To: All Workforce Innovation & Opportunity Act (WIOA) Adult and Dislocated Worker Contracted Service Providers (WIOA service providers)

Purpose: To provide guidance to WIOA service providers utilizing Supportive Services for eligible Adult and Dislocated Worker participants.

Rescissions: WIOA Supportive Services Policy 16-04, rev. 1, approved by Workforce Development Board on May 26, 2021

References: WIOA Section 134; 20CFR 680.900- 680.970; Training and Employment Guidance Letter (TEGL) WIOA, No.3-15; Employment Development Department (EDD), Workforce Services Directive (WSD) 18-03, Pathway to Services, Referral, and Enrollment (August 29, 2018); EDD, WSD 24-04, WIOA Title I, Eligibility Technical Assistance Guide (September 26, 2024).

**Background:**

The Santa Cruz County Workforce Development Board (WDB) will make available supportive services to appropriate Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker participants. The Workforce Development Board ensures that:

- Services provided under this policy are necessary to enable participants to participate in activities under Title I of WIOA.
- Provision of supportive services under this policy is contingent upon the availability of WIOA funds.
- Additionally, at the discretion of the local Workforce Development Board this Supportive Service Policy is subject to change.

**Policy:****A. General Provisions**

Supportive services and needs-related payments for adult and dislocated workers are available to a maximum total of \$500 for the duration of WIOA enrollment. Supportive services and needs-related payments will only be provided to an individual after they are enrolled into WIOA and during their WIOA participation. All requests for participant supportive services and all corroborating information detailing the need will be documented in CalJOBS as a case note entry. Services provided do not duplicate services available from other sources and are coordinated with the services of partners and community service providers. To the extent possible, similarly situated participants receive similar services.

**B. Procedure****1. Eligibility**

Supportive Services may only be provided to individuals who are:

- Participating in Adult and Dislocated Worker programs with activities authorized under WIOA; and

- Unable to obtain supportive services through other programs providing such services.

## **2. Identifying & Assessing/Establishing Need**

WIOA service provider staff, within the scope of responsibility for case management, will identify the need for supportive services. Staff will assess the need by determining whether or not the customer needs the support to enable them to fully participate in WIOA Adult/Dislocated Worker Services activities, leading to goal achievement(s). WIOA service provider staff will identify the need for supportive services to enable the customer to participate in the activities that correspond to the support and attainment of the WIOA performance goals.

## **3. Documented Need**

WIOA service provider staff will document the assessed need in the CalJOBS case note system for each WIOA Adult and Dislocated Worker participant who has been approved for supportive services. Participation in the WIOA program does not entitle the participant to a supportive service. While a participant may be eligible for supportive services, they do not have an unrestricted right to such supportive service.

## **4. Consideration of Community Resources**

Before providing supportive services to any customer, the WIOA service provider staff must consider what other community resources available to provide these same services. At a minimum, they must be aware of all supportive services offered by the workforce partners.

### **Pell Grants:**

Participants enrolled or accepted for enrollment at an accredited college, in a course of study eligible for Federal or State financial aid and, leading to a certificate or degree must apply for a Federal Pell Grant. No Supportive Services will be provided until this action is accomplished, as verified by a copy of the Pell Grant Application or award letter. Copies of the verification documents shall be maintained in the participant's file. Upon award of a Pell Grant, full or partial, the participant's supportive services may be reduced or terminated. The participant's needs shall be reassessed and documented to determine appropriate level of assistance from WIOA funding.

## **C. Supportive Services Available**

### **1. Transportation Assistance:**

- Bus passes, or
- Gas reimbursement rates are \$5.00 per day for in-county and \$10.00 per day for out-of-county travel, up to \$500 for the duration of enrollment. However, the sum of all Supportive Services (transportation, child care, other services) cannot exceed \$500.

Transportation will be provided at two payment points as follows:

- Mid-semester and end of semester for public education institutions
- Mid-point and end point for private for profit and private not for profit institutions.

### **2. Childcare Assistance:**

Participants with children 12 years or younger are eligible for childcare who do not have another source of funds to pay for childcare.

Participants qualifying for childcare will be reimbursed up to \$500 for the duration of enrollment. However, the sum of all Supportive Services (transportation, child care, and other services) cannot exceed \$500.

**3. Additional services, if needed and justified:**

- **Job Interview Clothing:** \$500 maximum allowance.
- Assistance with uniforms or other appropriate **work attire** and work-related **tools**, including such items as **eyeglasses** and **protective eye gear**;
- **Counseling:** On a referral basis, counseling sessions include an assessment visit and up to 5 subsequent counseling sessions as needed at one of the contracted professionals.
- Assistance with **educational testing**.
- Reasonable **accommodations** for individuals with disabilities.
- Payments and fees for employment and training-related **applications, tests, and certifications**.

However, the sum of all Supportive Services (transportation, child care, other services) cannot exceed \$500.

**4. Other Supportive services** required; helping the individual stay in training or being able to successfully complete program participation; and which the WIOA Adult and Dislocated Worker participant cannot afford, will be provided on an individual case-by-case basis. Each situation will be evaluated on a case by case basis as the need arises. The determination will be made on whether support is needed and will be approved/denied by the WIOA service provider supervisor. WIOA service provider staff will submit a completed Exception Memo for approval justifying the additional supportive service need.

However, the sum of all Supportive Services (transportation, child care, other services) cannot exceed \$500.

**D. Needs-Related Payments**

Needs-related payments can help individuals meet their non-training expenses and help them to complete training successfully. It is designed to provide participants with resources for the purposes of enabling them to participate in training services. However, the sum of all Supportive Services (including needs-related payments) cannot exceed \$500.

- A participant must be enrolled in a WIOA Adult and Dislocated Worker training program in order to receive needs-related payments.
- Needs-related payments may be provided if the participant has been accepted in a training program that will begin within thirty (30) calendar days.

**1. Adult Eligibility Requirements**

To receive needs-related payments, an adult must:

- (a) Be unemployed;
- (b) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (c) Be enrolled in a WIOA approved training program.

**2. Dislocated Worker Eligibility Requirements**

To receive needs-related payments, a dislocated worker must:

- (a) Be unemployed;

- (b) Have ceased to qualify for, unemployment compensation or trade readjustment allowance under TAA; and
- (c) Be enrolled in a WIOA approved training program by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; OR
- (d) Be unemployed and did not qualify for unemployment compensation or trade adjustment assistance under TAA and be enrolled in a WIOA approved training program.

**E. Exception to policy**

There may be emergency or extenuating circumstances which would warrant a higher expenditure in any of the supportive services categories. WIOA service provider staff assessing and documenting a need that exceeds the \$500 policy amount should complete the Policy Exception Memo to request a higher amount. Amounts exceeding \$500 must be reviewed by the WIOA service provider supervisor and submitted for approval by the WDB Director and/or designee. There will be a fiscal monitoring mechanism in place so as not to exceed the annual budgeted amount. Any authorizations exceeding the policy amount as listed above will be justified in CalJOBS case notes.

**F. Availability of Funding**

WIOA service providers will take necessary steps to disburse the supportive services in a manner so as 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.

**G. Contracted WIOA Contracted Service Provider Responsibilities**

Supportive Services will be tracked in CalJOBS, Advanced Individual Fund Tracking (AIFT) portal. All supportive services payments and collection of back-up documentation (i.e receipts, mileage logs) will be the sole responsibility of the WIOA service provider.

The WIOA service provider is responsible for creating the corresponding supportive services data entry activity code in CalJOBS. Supportive services data entry date (or date range) must match the back-up documentation (receipt) date for an appropriate supportive allowance.

In the event the WIOA service provider desires to create forms to enhance the flow of supportive service, WDB Director or designee must first approve the forms. Upon approval, the WIOA service provider shall train their staff on any new forms and/or procedures.

Supportive services are paid based on an approved invoice and backed up by receipts and/or provider signatures. Using the AIFT portal, WIOA service provider staff will track Supportive Service amounts authorized and stay within budget allocation and the WDB *Supportive Service Policy*. Supportive Services claims will be submitted on a monthly basis but no later than 30 days after the conclusion of the training activity.

WIOA service provider shall ensure that appropriate records and documentation of supportive services provided pertaining to such payments are uploaded to CalJOBS AIFT, to be available for review by local, state and federal monitors. Failure to comply with the

requirements may result in the WIOA service provider being placed on a corrective action and/or incur disallowed costs.

**Action:** All WIOA Adult and Dislocated Worker service providers will comply with the attached Supportive Services policy. This policy memorandum is on-going and effective immediately.

**Inquiries:** Any questions regarding this policy memorandum may be directed to the WDB Director.

**Attachments:**

- I. Exception Memo

This Policy Authorized by Workforce Development Board, November 8, 2017; revised by Workforce Development Board on March 19, 2025.

## POLICY EXCEPTION MEMO

DATE:

TO: Workforce Development Board Director:

FROM: WIOA Service Provider:

SUBJECT: ☐ Exception to ITA Limit Policy  
☐ Exception to Supportive Service Limit  
☐ Exception to WIOA A/DW Policy:  
☐ Exception to WIOA Youth Policy:

Participant last name, first initial:

State ID#:

Vocational Goal:

Explanation:

☐ Labor market demand

☐ Hardship of individual:

☐ Other: *Explain in comment section below*

Comments:

WIOA service provider supervisor:

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Authorized Signature

Workforce Development Board Staff Approval: ☐ Yes ☐ No: *Explain in comment section below*

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WDB Director and/or Designee Signature

Comments:

Return original to sender for participant's case file.

Rev. 11/1/2022