

**NORTEC  
WIOA POLICY STATEMENT  
SUPPORTIVE SERVICE PAYMENTS**

*Effective Date: August 25, 2016*

**PURPOSE**

The purpose of this policy is to provide guidelines to the Service Providers (NoRTEC Subcontractors) in the provision of Supportive Service payments to (or on behalf of) participants enrolled in the Workforce Innovation and Opportunity Act (WIOA) program.

The following provides information on the minimum requirements for the provision of Supportive Service payments. Service Providers may include additional elements in their local policies and procedures so long as they are in conformance with this policy, the WIOA, DOL Regulations, and State of California Directives.

**BACKGROUND AND DEFINITIONS**

Supportive Services are defined as services such as transportation, child care, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under Sections 134(c)(2)<sup>1</sup> and (3)<sup>2</sup> of WIOA. (*WIOA, Section 3(59); Regulations, Section 680.900*)

Supportive Services may only be provided to individuals who are enrolled in the WIOA program and are receiving career services and/or training services, **and** are unable to obtain supportive services through other programs providing such services. (*WIOA, Section 134(d)(2) and (3)*)

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;
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to healthcare
- Assistance with uniforms or other appropriate work attire and work-related tools, including items such as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.

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<sup>1</sup> Section 134(c)(2) of WIOA is entitled: Career Services.

<sup>2</sup> Section 134(c)(3) of WIOA is entitled: Training Services.

*Note: Incentive payments to youth are permitted under WIOA, but they are not subject to the same rules as supportive service payments. See NoRTEC's Youth Incentive Policy Statement for details on the provision of such services to youth.*

## **GENERAL REQUIREMENTS**

One of the career services that must be provided in AJCCs is the provision of accurate information about the availability of supportive services in the Service Provider's service area, as well as referral to such services. This applies to the adult, dislocated worker, and youth programs funded under WIOA.

Each Service Provider must develop a policy on supportive services that ensures resource and service coordination in their service area. The policy must address procedures for referral to such services, including how such services will be funded when they are not otherwise available from other sources. (*Regulations, Section 680.910*)

Supportive Services may only be provided to individuals who are enrolled and active in the WIOA program and participating in a career or training service as defined in Sections 134 (c)(2) and (3) of WIOA. (*Regulations, Section 680.910*)

Supportive Service payments must be based upon an Individual Employment Plan (IEP) or Individual Service Strategy (ISS), may only be provided when they are necessary to enable individuals to participate in career services or training activities, and documented in the participant file.

Supportive Service payments made with WIOA funds shall not duplicate services available from other sources. (*WIOA, Section 134(d)(2) and (3)*)

## **CALJOBS ACTIVITY CODES**

The following activity codes shall be utilized in CalJOBS when a Supportive Service payment is made on behalf of a participant. See Attachment A for a description of the Supportive Services categories outlined below.

### **A. Adults/Dislocated Workers**

- 180 – Child/Dependent Care
- 181 – Transportation Assistance
- 182 – Medical Services
- 184 – Temporary Shelter
- 186 – Seminar/Workshop Allowance
- 187 – Job Search Allowance
- 188 – Tools/Clothing
- 189 – Housing Assistance
- 190 – Utilities
- 191 – Educational Testing

## B. Youth

- 480 – Child/Dependent Care
- 481 – Transportation Assistance
- 482 – Medical Services
- 483 – Temporary Shelter
- 486 – Counseling
- 487 – Tools/Clothing
- 488 – Housing Assistance
- 489 – Utilities
- 490 – Educational Testing
- 492 – Linkage to Community Services
- 492 – Post-Secondary Academic Materials

### **LOCAL SYSTEMS**

It is the responsibility of the Service Providers (NoRTEC Subcontractors) to ensure local policies and procedures are in place for the review and approval of Supportive Service payments pursuant to the requirements of the WIOA, DOL Regulations, State of California Directives, and NoRTEC Policy. At a minimum, these procedures shall ensure the provision of Supportive Services are:

- Provide to enrolled participants in a limited capacity (allowed only if the individual would be unable to participate in WIOA activities without such assistance);
- Based upon the financial need of the participant as determined during the assessment, IEP/ISS development and case management processes, **and** documented through the utilization of a financial needs analysis form (which shall be updated at least once each calendar month during the course of the Supportive Service payment(s); **and**
- Included in the participant's IEP/ISS.

If monetary limits are imposed for any or all supportive service categories at the Service Provider level, these established limits must be in writing (policy statement) and applied consistently for all participants.

### **LIMITATIONS/PROHIBITIONS**

Supportive Services may not be provided to Adults and Dislocated Workers after exit from the WIOA program.

Supportive Services may be provided to individuals enrolled in the Youth program for up to one year after the date of exit from the WIOA program, provided the service is necessary to retain employment or continue in a post-exit training program, and there is a financial need documented in the participant file.

Payments towards goods or services received prior to a participant's enrollment in the WIOA program are prohibited.

The following may not be paid for with WIOA funds:

- Fines or penalties
- Legal fees
- Bad debts
- Union initiation fees
- Union dues
- Payments for participant memberships, dues, or subscriptions unless it is a specific requirement of a training program or necessary and reasonable as a condition of employment
- Cigarettes or alcoholic beverages
- Firearms or ammunition
- Rental deposits
- Purchase of goods or services illegal under any federal state, local, or municipal law or statute
- Payments for real or personal property that bears title (automobiles, homes, etc.)

*Note: Needs Related Payments* are an allowable Supportive Service under the WIOA, but are not allowable under NoRTEC policy. If, at a later date, it is determined it would enhance WIOA program provision to provide such payments, this policy will be modified as appropriate.

### **POLICY EXCEPTIONS**

Service Providers (NoRTEC Subcontractors) may make exceptions to this policy only with prior written authorization from the NoRTEC Administrative Entity.

**SUPPORTIVE SERVICE CATEGORIES AND DEFINITIONS**

**Adults/Dislocated Workers**

180 – Child/Dependent Care

A participant received assistance with child care or dependent care that enabled him/her to participate in authorized job training or job search activities.

181 – Transportation Assistance

A participant received assistance with transportation that enabled him/her to participate in authorized job training or job search activities.

182 – Medical Services

A participant received assistance with medical services that enabled him/her to participate in authorized job training or job search activities.

184 – Temporary Shelter

A participant received assistance with temporary shelter that enabled him/her to participate in authorized job training or job search activities.

186 – Seminar/Workshop Allowance

A participant received an allowance to attend an employment-related seminar or workshop.

187 – Job Search Allowance

A participant received an allowance to purchase items necessary for conducting a successful job search. These items include, but are not limited to: interview clothing, appropriate shoes, gas, and parking.

188 – Tools/Clothing

A participant received assistance with employment-related attire or tools, for the purpose of obtaining employment.

189 – Housing Assistance

AJCC staff provided and/or arranged for a participant to receive housing assistance after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation or retain employment.

190 – Utilities

AJCC staff provided and/or arranged for a participant to receive assistance with his/her utilities after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation or retain employment.

191 – Educational Testing

A participant received financial assistance to take a high school equivalency test or an exam for an occupation certification or credential for the purpose of obtaining employment.

## **Youth**

### **480 – Child/Dependent Care**

A youth participant received assistance with child care or dependent care that enabled him/her to participate in activities authorized under WIOA Title IB.

### **481 – Transportation Assistance**

A youth participant received assistance with transportation that enabled him/her to participate in activities authorized under WIOA Title IB.

### **482 – Medical Services**

A youth participant was referred to medical services that enabled him/her to participate in activities authorized under WIOA Title IB.

### **483 – Temporary Shelter**

A youth participant received assistance with temporary shelter that enabled him/her to participate in activities authorized under WIOA Title IB.

### **486 – Seminar/Workshop Allowance**

A youth participant received comprehensive guidance and counseling services which may include drug and alcohol abuse counseling, and/or referral to services provided by partner programs. When referring participants to necessary counseling that cannot be provided by the local youth program or its services providers, the local youth program must coordinate with the organization it refers to in order to ensure continuity of services.

### **487 – Tools/Clothing**

A youth participant received assistance with employment-related attire or tools, for the purpose of obtaining employment.

### **488 – Housing Assistance**

AJCC staff provided and/or arranged for a youth participant to receive housing assistance after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation or retain employment.

### **489 – Utilities**

AJCC staff provided and/or arranged for a youth participant to receive assistance with his/her utilities after being placed in unsubsidized employment, education, or training. This service was provided to the participant to enable him/her to further progress in his/her occupation or retain employment.

### **490 – Educational Testing**

A youth participant received financial assistance to take a high school equivalency test or an exam for an occupation certification or credential. Services can also be provided to a youth participant with disabilities to assist with participation in certain assessment to ensure equal access and opportunity to participate in a variety of work-based learning activities.

492 – Linkages to Community Services

A youth participant received assistance with linkages to community services to provide the participant assistance with educational, employment, and/or social services.

493 – Post-Secondary Academic Materials

A youth participant received assistance with books, fees, school supplies, and other necessary supplies for students enrolled in post-secondary education classes.