

NORTEC
WIOA POLICY STATEMENT
SUPPORTIVE SERVICE PAYMENTS FOR UNDERSERVED COVID-19 IMPACTED INDIVIDUALS

Effective Date: April 1, 2020

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 who have been impacted by the COVID-19 pandemic. These payments are primarily meant for eligible Dislocated Workers, but may be provided to individuals enrolled in the Title I Adult program as long as they meet all of the COVID-19 related eligibility criteria listed below.

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)¹ and (3)² 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 are designed to provide a participant with the resources necessary to enable their participation in career and training services. Supportive Services may be made available to any participant in WIOA career or training activities that is unable to obtain supportive services through other programs providing such services. Adult and Dislocated Worker participants must be participating in staff assisted basic career services, individualized career services, and/or training services to continue to receive supportive services.³ (State of California Directive WSD19-06, CalJOBS Activity Codes)

Supportive Service activities must be entered on the day the service is provided to the participant. If an item(s) has to be ordered as part of a Supportive Service, the activity code should be entered into CalJOBS the day the item(s) is provided/delivered to the participant. (State of California Directive WSD19-06, CalJOBS Activity Codes)

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;

¹ Section 134(c)(2) of WIOA is entitled: Career Services.

² Section 134(c)(3) of WIOA is entitled: Training Services.

³ Note: Only Youth may receive Supportive Services during follow-up. The provision of Supportive Services to Adults or Dislocated Worker in follow-up is not allowable.

- 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.
- Equipment necessary to telework (computer, Internet, etc.).

GENERAL REQUIREMENTS

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 Services under this project may only be provided to individuals impacted by COVID-19, with an emphasis on providing supportive services to underserved populations, particularly participants in the ELL and ELL Navigator programs.

In order to receive funds under this project, the participant must be enrolled in at least one Career Service and in a Supportive Service activity. While expenditures will be tracked as one funding source, supportive service activities under this project shall be entered under:

- Grant Code **1187** if the participant is a Dislocated Worker (includes NDWG) **OR**
- Grant Code **2051** if the participant is an Adult

Supportive Services must be provided in conjunction with a career or training service and the date of the Supportive Service activity in CalJOBS must be within the begin and end dates of a career and/or training service activity that is also entered in CalJOBS. (State of California Directive WSD19-06, CalJOBS Activity Codes)

Supportive Service payments must be based upon an Individual Employment Plan (IEP) and 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.

ELIGIBILITY CRITERIA

In addition to meeting WIOA Title I eligibility, eligible individuals must satisfy criteria listed in items 1-3 below:

1. Individuals are enrolled in Title I Dislocated Worker⁴ services⁵;
2. Individuals have NOT received income above 400% of the federal poverty level (FPL) for the last six months of income.

Note: For this project only, six months of income shall be collected for the six-month period that immediately precedes the date the supportive service is requested. Income status at actual application shall not be used to determine eligibility for supportive services under this project.

See Attachment D of NoRTEC’s WIOA Adult and Dislocated Worker Program Policy for what sources of income must be included in the calculation⁶:

<https://www.ncen.org/images/documents/policies/Adult-DW-Policy-WIOA.pdf>

Four hundred percent (400%) of the FPL, for a six-month period, is shown in the shaded column in the table below:

Family Size	Federal Poverty Guidelines		
	Annual	400%	6 Months
1	\$12,760	\$51,040	\$25,520
2	\$17,240	\$68,960	\$34,480
3	\$21,720	\$86,880	\$43,440
4	\$26,200	\$104,800	\$52,400
5	\$30,680	\$122,720	\$61,360
6	\$35,160	\$140,640	\$70,320
7	\$39,640	\$158,560	\$79,280
8	\$44,120	\$176,480	\$88,240
9	\$48,600	\$194,400	\$97,200
10 ⁷	\$53,080	\$212,320	\$106,160

3. Individuals requesting services must meet at least one of the following:
 - a. The individual was laid off due to COVID-19;
 - b. The individual has experienced a reduction in hours and/or pay due to COVID-19;
 - c. The individual is unable to work for any of the following COVID-19 related reasons:
 - The individual is subject to quarantine;
 - The individual is a caregiver for someone who is subject to quarantine;

⁴ This includes individuals enrolled in the Title I WIOA Dislocated Worker program (annual “allocated” funding) and Dislocated Worker Special Projects, including NDWG Dislocated Worker projects.

⁵ If an individual is not eligible for a Dislocated Worker program, but he/she is 18 or over, is enrolled in the WIOA Title I Adult program, and is eligible for funding under this project based upon the tiered services described below, he/she may receive funding as long as he/she meets the COVID-19 related eligibility criteria listed in items 2-3.

⁶ Note: The \$600 federal supplement to Unemployment Insurance (UI) payments shall be counted as income.

⁷ Note: If the participant’s family size is larger than 10, contact NoRTEC for additional information on family size and income.

- The individual has a need to care for children because of school closure or closure of a child’s daycare provider;
- The individual is at higher risk of becoming seriously ill from COVID-19 or lives with someone at higher risk, as outlined on the California Department of Public Health COVID-19 website:
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Guidance.aspx>;
- The individual is required to telework, but does not have the necessary equipment or services (i.e., Internet) to do so.

Due to the COVID-19 public health emergency, individuals may self-attest to their income (and family size) and the COVID-19 related eligibility criteria listed above (see **Attachment A** for self-attestation form to be used to determine eligibility for this project).

TIERS OF SERVICES

Funding under this project shall be used only for the provision of Supportive Service payments directly to the participant (as a reimbursement) or they may be made to an appropriate entity on behalf of the participant. No staffing, infrastructure, career services or training services charges may be paid for with this grant. As with regular WIOA Supportive Service payments, the Service Provider shall work with the participant to determine financial need based upon a *Family Income and Expense* form.

After determining the participant’s six-month family income calculation is not above 400% of the FPL and the participant shows a financial need for the Supportive Service, Service Provider staff will then need to determine if the participant is eligible for Tier 1 or Tier 2 levels of Supportive Service payments.

A. Tier 1 Supportive Services

A participant who, at the time of the Supportive Service request, is receiving at least 50% of his/her previous wages either from his/her employer directly, or through Unemployment Insurance (UI) payments, may receive Supportive Services totaling no more than \$400.

B. Tier 2 Supportive Services

A participant who, at the time of the Supportive Service request, is receiving less than 50% of his/her wages from his/her employer directly, or through Unemployment (UI) payments, may receive Supportive Services totaling no more than \$800.

See **Attachment B** for the form to be used to document which tier of service the participant is eligible for.

CONTRACT TERMS

The term for this project shall be split into two separate awards:

- April 1 – June 30, 2020
- July 1 – September 30, 2020

Note: Funds allocated for the April 1 – June 30, 2020, awards must be expended by June 30. Any funds not spent will be deobligated and returned to the State; they will not be carried over into the second increment of funding.

CALJOBS ACTIVITY CODES AND DATA ENTRY INSTRUCTIONS

A. Activity Codes

The following activity codes shall be utilized in CalJOBS when a Supportive Service payment is made on behalf of a participant⁸. See **Attachment C** for a description of the Supportive Services categories outlined below.

Adults/Dislocated Workers

- 180 – Child/Dependent Care
- 181 – Transportation Assistance
- 182 – Medical
- 183 – Incentives/Bonuses⁹
- 184 – Temporary Shelter
- 185 – Other¹⁰
- 186 – Seminar/Workshop Allowance
- 187 – Job Search Allowance
- 188 – Tools/Clothing
- 189 – Housing Assistance
- 190 – Utilities
- 191 – Educational Testing
- 192 – Post-Secondary Academic Materials¹¹

B. Data Entry Instructions

Per Directive WSD19-06, Supportive Service activities must be dated “the day the service is provided to the participant.”

In order to enter a Supportive Service activity in CalJOBS, there must be a qualifying career or training activity already open in CalJOBS.

NoRTEC defines “on the day the service is provided to the participant,” in the following manner:

1. If the Supportive Service is paid for with a purchase order, company credit card or company check, and is picked-up the same day the payment is given to the

⁸ Definitions in Attachment C are taken from (State of California Directive WSD19-06, CalJOBS Activity Codes).

⁹ Per NoRTEC policy, incentives or bonuses for Adults and Dislocated Workers are not allowable.

¹⁰ This code shall be used only when no other CalJOBS code applies. If utilized, a case note must be included in the participant file outlining specifically what the payment was for and how it enabled the participant to participate in career or training services.

¹¹ This code shall be used only when Post-Secondary Academic Materials provided to a participant is NOT included as part of the participant’s ITA. See NoRTEC’s [ITA Policy](#) for more information.

vendor/merchant or the participant, the “date the service is provided” shall be the date the item(s) or service is given to (or provided to) the participant.

2. If the Supportive Service is ordered and must be shipped, and it is paid for with a purchase order, a company credit card or a company check, the “date the service is provided” shall be the date the item is given to (or the service is provided to) the participant.

If an item is being shipped directly to the participant, the day the item is delivered to the participant shall be the “date the service is provided.” *Note: At the time of the order, if documentation is provided with an estimated delivery date, the Service Provider may use a copy of this documentation to verify the delivery date, as long as a staff member contacts the participant and instructs him/her to contact their case manager if the item does not arrive.*

3. If a participant is personally reimbursed for a Supportive Service with a company check, “the day the service is provided to the participant” shall be (a) the date the check is given to the participant; or (2) the date the check is mailed to the participant if he/she is unable to come into the office to pick up the check.

Note: The receipt the participant provides for reimbursement must display a date that falls between the initial participation date (in WIOA) and the closure date.

As noted above, in order to enter a Supportive Service activity in CalJOBS, there must be a qualifying career or training service activity open in CalJOBS. There may be an occasional instance when the participant has completed all activity in CalJOBS and may be waiting on an ordered item to be delivered, but he/she has no need for additional WIOA services. (Example: A participant is placed in unsubsidized employment and subsequently discovers he/she needs specific clothing or tools and has a documented financial need.) If this occurs, as long as a *closure*¹² has not been entered into CalJOBS, on the day the participant receives the supportive service item, CalJOBS activity code 125 – *Job Search and Placement Assistance* shall be opened first, and a case note shall be entered stating the participant needed the item to retain employment.

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:

- Provided to enrolled participants in a limited capacity (allowed only if the individual would be unable to participate in WIOA activities without such assistance);

¹² If a closure has already been entered for and Adults or Dislocated Worker, in order to record the Supportive Service activity, the closure must be deleted and then re-entered with a closure date after the end date of the Supportive Service activity.

- Based upon the financial need of the participant as determined during the assessment, IEP development and case management processes, **and** documented through the utilization of a family income and expense 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.

LIMITATIONS/PROHIBITIONS

Tier 1 and Tier 2 Supportive Services may be made on behalf of participants up to the amount allowed in this policy. While a participant is eligible for only one tier of service under this project, Service Providers have the option of providing additional Supportive Services under another WIOA funding title if the participant is enrolled and active in that funding title at the time of the provision of the Supportive Service.

Supportive Services may not be provided to eligible participants after exit from the WIOA program.

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:

- | | |
|--|---|
| <ul style="list-style-type: none"> • Fines or penalties • Legal fees • Bad debts • Union initiation fees • Union dues • Payments for participant memberships, dues, or subscriptions <u>unless</u> it is a specific requirement of a training program or necessary and reasonable as a condition of employment | <ul style="list-style-type: none"> • 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.

POLICY EXCEPTIONS

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

ATTACHMENT A

**ELIGIBILITY CRITERIA FOR COVID-19 SUPPORTIVE SERVICE PROJECT
APPLICANT STATEMENT**

APPLICANT STATEMENT FOR COVID-19 SUPPORTIVE SERVICE PROJECT

Applicant Name: _____

Date of Request: _____

Total Gross Family Income for the 6 months prior to the date of this request: \$ _____

Number in Family*: _____

*Family is defined as two or more persons related by blood, marriage, or decree of court, who are living in a single residence (spouses and dependent children).

The following apply to me (check all that apply):

- I was laid off due to the COVID-19
- I experienced a reduction in work hours and/or pay due to COVID-19
- I am unable to work because I am subject to quarantine
- I am a caregiver for someone who is subject to quarantine
- I need to care for children because of school and/or childcare provider closure
- I am at a high risk of becoming seriously ill from COVID-19 or live with someone at high risk, as outlined by the California Department of Public Health
- I am required to telework, but I do not have the necessary equipment or services to do so

Before COVID-19, I normally worked _____ hours per week at a rate of pay of \$ _____/hour

Currently, I am receiving \$ _____/per week from my employer and \$ _____/week from Unemployment Insurance

I hereby certify under penalty of perjury that the information on this form is true and complete to the best of my knowledge.

Applicant Signature

Date

DETERMINATION OF TIER OF SERVICE

Applicant Name: _____

Date of Request: _____

Before COVID-19 restrictions were implemented, the applicant was earning a weekly income of:

\$ _____

Currently, the applicant is receiving weekly income from wages paid by the employer and/or Unemployment Insurance payments of:

\$ _____

This applicant is currently receiving:

- At least 50% of previous wages from either his/her employer directly or through UI payments – **Tier 1 Eligible (up to \$400)**

- Less than 50% of previous wages from either his/her employer directly or through UI payments – **Tier 2 Eligible (up to \$800)**

Staff Name/Signature

Date

SUPPORTIVE SERVICE CATEGORIES AND DEFINITIONS

Adults/Dislocated Workers

180 – Child/Dependent Care

A participant received assistance with child care of dependent care that enabled him/her to participate in career services or training activities.

181 – Transportation Assistance

A participant received assistance with transportation that enabled him/her to participate in to participate in career services or training activities.

182 – Medical

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

~~183 – Incentives/Bonuses~~

Per NoRTEC Policy, Incentive/Bonus payments to Adults and Dislocated Workers with WIOA funds are not allowable.

184 – Temporary Shelter

A participant received assistance with temporary shelter that enabled him/her to participate in career services or training activities.

185 – Other

This code shall be used only when no other CalJOBS code applies. If utilized, a case note must be included in the participant file outlining specifically what the payment was for and how it enabled the participant to participate in career or training services.

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/retaining 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.

192 – Post-Secondary Academic Materials

A participant received assistance with books, fees, school supplies, and other necessary supplies for students enrolled in post-secondary education classes¹³.

¹³ This code shall be used only when Post-Secondary Academic Materials provided to a participant is NOT included as part of the participant's ITA. See NoRTEC's [ITA Policy](#) for more information.