

**NORTEC
WIOA POLICY STATEMENT
SUPPORTIVE SERVICE PAYMENTS**

Last Updated: February 14, 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.

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)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 Title I career or training activities that is unable to obtain supportive services through other programs providing such services. Adult, Dislocated Worker, and Youth 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) have to be ordered as part of a Supportive Service, the activity code should be entered into CalJOBS the day the item(s) are 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;

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 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.

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 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) 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 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 participant⁴. See Attachment A for a description of the Supportive Services categories outlined below.

1. Adults/Dislocated Workers

- 180 – Child/Dependent Care
- 181 – Transportation Assistance
- 182 – Medical
- 183 – Incentives/Bonuses⁵
- 184 – Temporary Shelter
- 185 – Other⁶
- 186 – Seminar/Workshop Allowance
- 187 – Job Search Allowance
- 188 – Tools/Clothing
- 189 – Housing Assistance
- 190 – Utilities
- 191 – Educational Testing
- 192 – Post-Secondary Academic Materials⁷

2. Youth

- 480 – Child/Dependent Care
- 481 – Transportation Assistance
- 482 – Medical
- 483 – Temporary Shelter
- 485 – Other⁸
- 487 – Tools/Clothing
- 488 – Housing Assistance
- 489 – Utilities
- 490 – Educational Testing
- 492 – Linkage to Community Services
- 493 – Post-Secondary Academic Materials

⁴ Definitions in Attachment A are taken from (State of California Directive WSD19-06, CalJOBS Activity Codes).

⁵ Per NoRTEC policy, incentives or bonuses for Adults and Dislocated Workers are not allowable.

⁶ 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.

⁷ 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.

⁸ 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.

3. Youth Follow-Up

F12 – Transportation

F13 – Purchase Work-Related Uniform/Attire

F14 – Purchase Work-Related Tools

F15 – Housing Assistance

F16 – Utilities

F17 – Dependent Care

F18 – Medical

F21 – Educational Testing

F22 – Post-Secondary Educational Materials

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 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*⁹ 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:

- 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 family income and expense form¹⁰ (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.

⁹ If a closure has already been entered for an Adult 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. As the provision of Supportive Services are allowable for Youth after closure, if a closure has already been entered, the Supportive Service may be entered as a follow-up activity (e.g. F13, F14, etc.) for up to 12 months after closure/exit.

¹⁰ The form that shall be used is located here: https://ncen.org/images/documents/Program_Forms/FIEA.pdf

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 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 classes¹¹.

Youth¹²

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.

485 – 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.

487 – Tools/Clothing

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

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.

¹² All Supportive Services for provided for Youth using codes 480-493 must be provided in conjunction with a Youth career or training service and the date of 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. Additionally, Youth must receive 412 and 413 activities prior to enrolling in a Supportive Service activity. (State of California Directive WSD19-06, CalJOBS Activity Codes)

488 – Housing Assistance

AJCC staff provided and/or arranged for a youth participant to receive housing assistance that was necessary to enable him/her to participate in activities authorized under WIOA Title IB.

489 – Utilities

AJCC staff provided and/or arranged for a youth participant to receive assistance with his/her utilities that was necessary to enable him/her to participate in activities authorized under WIOA Title IB.

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 that enabled him/her to participate in activities authorized under WIOA Title IB.

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 that enabled him/her to participate in activities authorized under WIOA Title IB.

Youth Follow-up Supportive Service Activity Codes

F12 – Transportation

AJCC staff provided and/or arranged for a Youth to receive transportation assistance in follow-up that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F13 – Purchase Work-Related Uniform/Attire

AJCC staff provided and/or arranged for a Youth to receive an allowance to purchase work-related uniforms or attire that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F14 – Purchase Work-Related Tools

AJCC staff provided and/or arranged for a Youth to receive an allowance to purchase work-related tools that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F15 – Housing Assistance

AJCC staff provided and/or arranged for a Youth to receive housing assistance that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F16 – Utilities

AJCC staff provided and/or arranged for a Youth to receive assistance with his/her utilities that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F17 – Dependent Care

AJCC staff provided and/or arranged for a Youth to receive child care or dependent care assistance that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F18 – Medical

A Youth received assistance with medical services that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F21 – Educational Testing

A Youth received financial assistance in obtaining a High School equivalency certificate, a license, or other type certificate that enabled him/her to be successful in employment and/or post-secondary education and/or training.

F22 – Post-Secondary Educational Materials

A Youth received financial assistance with books, fees, school supplies, and other necessary supplies for students enrolled in post-secondary education cases that enabled him/her to participate in activities authorized under WIOA Title IB.