

WDD PROGRAMS GUIDE

CHAPTER 3

Supportive Services

Overview

Introduction

Chapter 3 of the Workforce Development Department (WDD) Program Guide provides resource information and guidelines to assist WDD staff in offering supportive services to customers. Supportive services encompass the resources necessary to enhance customers' participation in approved Workforce Innovation and Opportunity Act (WIOA) activities, such as career and training services.

The provision of supportive services is designed to minimize interruption of the normal flow of the customer's family life, avoid further financial or personal hardships, and enhance the customer's ability to retain employment.

References

This handbook chapter contains mandates and guidelines stated in:

- The Workforce Innovation and Opportunity Act (WIOA) regulations, signed into law in 2014,
- The Code of Federal Register (CFR) Title 20 Part V and Part VI, and
- State directives from the Department of Labor (DOL) and/or Employment Development Department (EDD) as outlined in the table below.

DOL	EDD
Training and Employment Guidance Letters (TEGL):	Workforce Service Directives (WSD):
• TEGL 19-16	• WSD 19-06
• TEGL 21-16	• WSD 17-07
• TEGL 10-16	• WSD 23-08

In this section

This section contains the following topics:

Topic	Page
Overview	3-1
Outline of Supportive Services	3-3
Courtesy Supportive Services Issuance	3-5
Childcare	3-8
Transportation	3-11
Gas Cards	3-12
Public Transportation	3-14
Lodging	3-15
Ancillary Services	3-16
Ancillary: Allowable Items	3-18
Needs-Related Payments	3-19
Incentives	3-21

Continued on next page

Overview, Continued

Forms

The forms discussed in this Chapter are available on the Intranet or through the WDD Fiscal Assistant.

Form	Location
WDD 753A: Travel Assistance Claim	WDD Intranet>Forms >Supportive Services tab
WDD 804: Request for Services	WDD Intranet>Forms >Supportive Services tab
WDD 878: Vendor Voucher and Claim for Payment	Available through the WDD Fiscal Assistant
W-9: Request for Taxpayer ID Number and Certification	<ul style="list-style-type: none">• Available through the WDD Fiscal Assistant, or• http://www.irs.gov/pub/irs-pdf/fw9.pdf

Outline of Supportive Services

Introduction	<p>This section provides information and guidance for America's Job Center of California (AJCC) staff regarding supportive services available to customers under the Workforce Innovation and Opportunity Act (WIOA).</p>
Types of supportive services	<p>Workforce Development Department (WDD) supportive services for youth, adults, and Dislocated Workers (DWs) include, but are not limited to:</p> <ul style="list-style-type: none">• Needs-related payments• Linkages to community services including child care and dependent care• Assistance with:<ul style="list-style-type: none">– Transportation– Housing/Lodging– Educational testing• Reasonable accommodations for individuals with disabilities• Legal aid services• Referrals to health care• Payments and fees for employment and training-related applications, tests, and certifications <p>Notes:</p> <ul style="list-style-type: none">• Per Federal regulations - Groceries and on-site meals for program participants are beyond the scope of WIOA. Supportive Services cannot be used for food or groceries, customers should be referred to other available resources such as food stamps and/or food banks.• WIOA does not allow for paying late fees or penalties. Example: A customer owes \$335 on a utility bill and \$35 of that is a late fee/penalty, staff can only pay the \$300.
Who is eligible?	<p>Customers who meet the following criteria are eligible to receive supportive services:</p> <ul style="list-style-type: none">• Participating in Title I career, training activities, or follow-up services• Demonstrate a specific need and unable to obtain supportive services through other programs providing services, such as:<ul style="list-style-type: none">– Customer's own finances– AJCC partner agencies<ul style="list-style-type: none">✓ Transitional Assistance Department (TAD) - California Work Opportunity Responsibility to Kids Program (CalWORKs)✓ Community-Based Organizations (CBO)✓ Faith-Based Organizations (FBO)✓ Other county agencies, etc.

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Outline of Supportive Services, Continued

Underserved populations

Workforce Development Department (WDD) identifies underserved populations who are in need of supportive services as, but not limited to:

- Veterans
- Displaced Homemakers
- Low-income individuals
- Homeless individuals
- English Language Learner (ELL), Foreign-Born, Refugees
- ELL Navigator programs' participants
- Disabled
- Youth who aged out of Foster Care
- Elderly individuals (age 55 and older)
- Ex-offenders

Authorization levels

Supportive services are available to Workforce Innovation and Opportunity Act (WIOA) customers to assist with various needs to continue in or complete WIOA-approved activities (e.g., training and employment activities).

The following table outlines the levels of authorization AJCC staff must obtain for issuing supportive services:

Total Cumulative Cost of Supportive Services	Levels of Authorization Needed
\$0 - \$100	<ul style="list-style-type: none">• WDS• Workforce Development Supervisor
\$100.01 - \$1,000	<ul style="list-style-type: none">• WDS• Workforce Development Supervisor or Manager
\$1,000.01 and above	<ul style="list-style-type: none">• WDS• Workforce Development Supervisor or Manager• Deputy Director
Travel Reimbursement (maximum amount \$180)	<ul style="list-style-type: none">• WDS• Workforce Development Supervisor and• Workforce Development Manager
Travel by Metro link	<ul style="list-style-type: none">• Workforce Development Manager and• Deputy director

WDD 804

The **WDD: 804 Request for Services** form is completed:

- To authorize WIOA ancillary services, and
- For the period the supportive service is needed by the customer.

A separate **WDD: 804 Request for Services** form is required for each ancillary service a customer needs. Each WDD 804 Request for Services and any supporting documentation will be scanned into CalJOBS after all required signatures are obtained.

Note: Naming convention for scanned documents: first initial, last name, last four SSN, underscore and identifier (Example: mbrown1368_WDD804),

Courtesy Supportive Services Issuance

Introduction This section provides guidelines for America's Job Center of California (AJCCs) staff when issuing supportive services as a courtesy for another office.

Courtesy supportive services issuance In some situations, a customer may request to pick up supportive services at another AJCC location nearest to him/her, not necessarily the location where his/her case is being managed. This is referred to as 'Courtesy Supportive Services Issuance.

Definitions To distinguish one AJCC location from another when requesting issuance of a courtesy supportive service, staff have to understand the following definitions:

- **Courtesy Issuance:** Two (2) AJCC locations agree to assist each other and allow a customer to pick up supportive services at a location nearest to him/her rather than the AJCC managing the customer's case.
- **Receiving AJCC:** The center completing a courtesy issuance of supportive services for the customer.
- **Receiving Duty Person:** The individual who is responsible for issuing the courtesy supportive services and obtaining all the appropriate signatures and documentation.
- **Sending AJCC:** The center requesting a courtesy issuance of supportive services for the customer.

Process The table below outlines the stages for issuing supportive services as a courtesy for a customer.

Stage	Description
1	Customer contacts his/her Workforce Development Specialist (WDS) and requests to pick-up supportive services at another AJCC.
2	WDS will: <ul style="list-style-type: none">• Verify customer's:<ul style="list-style-type: none">– Case is active, and• Is participating in an appropriate activity to issue supportive services

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Courtesy Supportive Services Issuance, Continued

Process, continued

Stage	Description						
2 continued	<table><tr><th>If ...</th><th>Then ...</th></tr><tr><td>Yes</td><td>Email request to his/her supervisor for approval and include:<ul style="list-style-type: none">• What services the customer is requesting (i.e. gas cards, tools, etc.),• Date and time the customer will pick up the supportive services at the Receiving AJCC,• WIOA Application#,• Customer's Last Name and initial of First Name only, and• Attach a completed WDD 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".</td></tr><tr><td>No,</td><td><ul style="list-style-type: none">• Discuss with customer his/her options,• Evaluate the customer's status in the system to determine if services can be issued as Follow-up services, or<ul style="list-style-type: none">– Engage with the customer for staff assisted activity to issue supportive services, if applicable, and• Once approved, email request to his/her supervisor and include:<ul style="list-style-type: none">– What services the customer is requesting (i.e. gas cards, tools, etc.),– Date and time the customer wants to pick up the supportive services at the Receiving AJCC,– WIOA Application#,– Customer's Last Name and initial of First Name only, and• Attach a completed 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".</td></tr></table> <ul style="list-style-type: none">• Case note all actions taken with Subject Line to read Courtesy Supportive Services.	If ...	Then ...	Yes	Email request to his/her supervisor for approval and include: <ul style="list-style-type: none">• What services the customer is requesting (i.e. gas cards, tools, etc.),• Date and time the customer will pick up the supportive services at the Receiving AJCC,• WIOA Application#,• Customer's Last Name and initial of First Name only, and• Attach a completed WDD 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".	No,	<ul style="list-style-type: none">• Discuss with customer his/her options,• Evaluate the customer's status in the system to determine if services can be issued as Follow-up services, or<ul style="list-style-type: none">– Engage with the customer for staff assisted activity to issue supportive services, if applicable, and• Once approved, email request to his/her supervisor and include:<ul style="list-style-type: none">– What services the customer is requesting (i.e. gas cards, tools, etc.),– Date and time the customer wants to pick up the supportive services at the Receiving AJCC,– WIOA Application#,– Customer's Last Name and initial of First Name only, and• Attach a completed 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".
If ...	Then ...						
Yes	Email request to his/her supervisor for approval and include: <ul style="list-style-type: none">• What services the customer is requesting (i.e. gas cards, tools, etc.),• Date and time the customer will pick up the supportive services at the Receiving AJCC,• WIOA Application#,• Customer's Last Name and initial of First Name only, and• Attach a completed WDD 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".						
No,	<ul style="list-style-type: none">• Discuss with customer his/her options,• Evaluate the customer's status in the system to determine if services can be issued as Follow-up services, or<ul style="list-style-type: none">– Engage with the customer for staff assisted activity to issue supportive services, if applicable, and• Once approved, email request to his/her supervisor and include:<ul style="list-style-type: none">– What services the customer is requesting (i.e. gas cards, tools, etc.),– Date and time the customer wants to pick up the supportive services at the Receiving AJCC,– WIOA Application#,– Customer's Last Name and initial of First Name only, and• Attach a completed 804 form with all the appropriate information, excluding signatures and check the box for the Receiving AJCC in the "Request for Services".						
3	<ul style="list-style-type: none">• Sending AJCC Supervisor will evaluate request to determine if supportive services can be issued: <table><tr><th>If ...</th><th>Then ...</th></tr><tr><td>Yes,</td><td>Forward the WDS email to the Receiving AJCC supervisor requesting approval for Courtesy issuance of supportive services.</td></tr><tr><td>No,</td><td>Inform WDS why supportive services will not be issued (i.e. activity does not support the issuance, etc.) or if additional services need to be provided prior to issuance.</td></tr></table> <ul style="list-style-type: none">• Case note all actions taken with Subject Line to read Courtesy Supportive Services.	If ...	Then ...	Yes,	Forward the WDS email to the Receiving AJCC supervisor requesting approval for Courtesy issuance of supportive services.	No,	Inform WDS why supportive services will not be issued (i.e. activity does not support the issuance, etc.) or if additional services need to be provided prior to issuance.
If ...	Then ...						
Yes,	Forward the WDS email to the Receiving AJCC supervisor requesting approval for Courtesy issuance of supportive services.						
No,	Inform WDS why supportive services will not be issued (i.e. activity does not support the issuance, etc.) or if additional services need to be provided prior to issuance.						

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Courtesy Supportive Services Issuance, Continued

Process, continued

Stage	Description						
4	<p>Receiving AJCC Supervisor will:</p> <ul style="list-style-type: none"> Evaluate the courtesy supportive service request from the Sending AJCC, and Determine if the AJCC has the supportive services available for the issuance: <table border="1"> <tr> <th>If ...</th><th>Then ...</th></tr> <tr> <td>Yes,</td><td> <ul style="list-style-type: none"> Email the Sending AJCC Supervisor: <ul style="list-style-type: none"> Notifying request can be accommodated, Who the customer needs to speak with when he/she picks up the supportive services, and Confirm the day and time the customer will arrive at the AJCC to pick up. Notify Duty Person and Reception regarding a customer will be coming to the office to pick up Supportive Services, include day/time for pick up. </td></tr> <tr> <td>No,</td><td>Email the Sending AJCC Supervisor with explanation as to why the courtesy issuance cannot be completed (i.e. no supportive services available to issue, no funding available, etc.)</td></tr> </table> <ul style="list-style-type: none"> Case note all actions taken with Subject Line to read Courtesy Supportive Services. 	If ...	Then ...	Yes,	<ul style="list-style-type: none"> Email the Sending AJCC Supervisor: <ul style="list-style-type: none"> Notifying request can be accommodated, Who the customer needs to speak with when he/she picks up the supportive services, and Confirm the day and time the customer will arrive at the AJCC to pick up. Notify Duty Person and Reception regarding a customer will be coming to the office to pick up Supportive Services, include day/time for pick up. 	No,	Email the Sending AJCC Supervisor with explanation as to why the courtesy issuance cannot be completed (i.e. no supportive services available to issue, no funding available, etc.)
If ...	Then ...						
Yes,	<ul style="list-style-type: none"> Email the Sending AJCC Supervisor: <ul style="list-style-type: none"> Notifying request can be accommodated, Who the customer needs to speak with when he/she picks up the supportive services, and Confirm the day and time the customer will arrive at the AJCC to pick up. Notify Duty Person and Reception regarding a customer will be coming to the office to pick up Supportive Services, include day/time for pick up. 						
No,	Email the Sending AJCC Supervisor with explanation as to why the courtesy issuance cannot be completed (i.e. no supportive services available to issue, no funding available, etc.)						
5	<p>Sending AJCC Supervisor will:</p> <ul style="list-style-type: none"> Inform WDS the request has been: <ul style="list-style-type: none"> Approved – Contact customer to confirm day/time for going to the Receiving AJCC to pick up and provide Receiving AJCC contact information, or Rejected – Contact customer to notify he/she no supportive services is available at the Receiving AJCC; however, he/she may come into the Sending AJCC to pick up, if funds are available. Case note all actions taken with Subject Line to read Courtesy Supportive Services. 						
6	<p>Receiving Duty Person will:</p> <ul style="list-style-type: none"> Print the completed WDD 804 for supportive services from the Sending AJCC, Obtain the appropriate signatures on the 804 form for issuing the courtesy supportive services, Provide the supportive services to the customer, and Case note all actions taken with Subject Line to read Courtesy Supportive Services. 						

Childcare

Introduction

This section provides guidance for staff regarding childcare services.

Any childcare services available through another state or agency program, the customer must be referred for the services; this also includes Community or Faith Based Organizations.

Childcare services

America's Job Center of California (AJCC) staff should seek out available childcare services within the area, such as, but not limited to:

- 211
- Child Care Resource Center (CCRC)
- Transitional Assistance Department (TAD)
- Preschool Services Department (PSD)

The customer who is unable to obtain childcare services through other resources, the Workforce Development Specialist (WDS) is required to document the attempt and outcome in the customer's case file and can issue supportive services for childcare with Supervisor/Manager approval.

Case note example: Customer does not qualify for the Childcare or California Work Opportunity and Responsibility to Kids (CalWORKs) programs due to income, and no other resources are available. Therefore, supportive services for childcare is being provided to avoid delays in training.

211

The Federal Communications Commission (FCC) reserved the **211** dialing code for community information and referral services. **211** helps direct callers to services for the elderly, the disabled, those who do not speak English, those with a personal crisis, those with limited reading skills, and those who are new to their communities.

San Bernardino County's 211 can be accessed by dialing 2-1-1 or online at <https://211sb.org/about/>.

CCRC

CCRC offers resources for parents, childcare providers, and the community for the benefit of children. Available programs include:

- Child care resource and referral
- Centralized Eligibility List (CEL)
- Subsidized childcare

For further information, customers may:

- Call the local branch:
 - San Bernardino – (909) 384-8000
 - Victorville – (760) 245-0770
 - Visit: <https://www.ccrcca.org/>
-

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Childcare, Continued

TAD

Customers may be referred to TAD for childcare assistance. The table below outlines the referral guidelines for the WDS.

If the customer is ...	Then the WDS ...
A current recipient of California Work Opportunity and Responsibility to Kids program (CalWORKs),	Refers the customer to the nearest TAD office to arrange for childcare.
A former CalWORKs recipient,	<ul style="list-style-type: none">• Refers the customer to the nearest TAD office to see if he/she qualifies for childcare.• Researches local community, other county departments, and partner resources for childcare assistance if the customer does not qualify for childcare services through TAD.
Not a current or former CalWORKs recipient and does not qualify for CalWORKs,	<ul style="list-style-type: none">• Does not refer customer to TAD,• Informs customer childcare is not available through TAD, and• Researches local community, other county departments, and partner resources for childcare assistance, or• Provides childcare supportive services when no other resources are available and case notes reason for issuance.<ul style="list-style-type: none">– Example: Customer does not qualify for childcare or CalWORKs due to income. Therefore, Supportive Services for childcare is being provided to avoid delays in training.

For further information, customers may:

- Call 1- 877-410-8829, or
- Visit: <https://wp.sbcounty.gov/tad/find-an-office/>

PSD

PSD administers and operates Federal Head Start and California State Department of Education Preschool programs located in Head Start/State Preschool sites throughout San Bernardino County.

There are no enrollment fees for families when applying for preschool services. However, to qualify for services, the following requirements must be met:

- Families must meet the basic income criteria,
- Child(ren) must be between three and five years of age, and
- Must be a resident of San Bernardino County.

For further information, customers may:

- Call 1-888-KIDS-025, or
- Visit: <http://hs.sbcounty.gov/psd/Pages/Enrollment.aspx>

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Childcare, Continued

Child and dependent care assistance

Child and dependent care assistance is a supportive service provided to participants if it is determined without it a participant will not be able to participate in services or transition to employment. This assistance is **not to be the first option for a participant; this option is only to be used if all other resources are not available.**

Childcare assistance may:

- Be provided to participants with children age twelve years or younger, or for a child/dependent mentally and/or physically disabled and requires adult care.
- Not be provided when a competent adult (over the age of 18 years) residing at the same address as the participant is available to provide childcare.

Childcare services limit is \$1,000.00 annually per participant with Supervisor and/or Manager approval. The following payment method may be used:

- Voucher,
- CalCard, and/or
- Reimbursement.

Payments for childcare may not exceed the [Regional Market Rate Ceilings](#) for subsidized childcare. The WDD 804 Request for Supportive Services form is still required when submitting child and/or dependent care assistance.

Process for childcare assistance

The table below outlines the process when a customer requests childcare assistance from the WDS:

Stage	Action						
1	<p>The WDS is responsible to:</p> <ul style="list-style-type: none"> • Verify: <ul style="list-style-type: none"> – There are no other resources available for the customer, – The child is under the age of 12, and – There are no adults over 18 residing in the home. • Check the Regional Market Rate Ceilings for the rates, • Complete the WDD 804 Request for Supportive Services form, • Complete a thorough case note addressing the all the reasons for the childcare supportive services, and • Submit the WDD 804 form and any and all documentation to his/her Supervisor/Manager for approval. 						
2	<p>The Supervisor/Manager is responsible to review case note, the WDD 804 Request for Supportive Services form and documentation for approval:</p> <table border="1"> <thead> <tr> <th>If ...</th><th>Then ...</th></tr> </thead> <tbody> <tr> <td>Approved,</td><td>Forward the signed WDD 804 Request for Supportive Services form and all documentation to the WDT.</td></tr> <tr> <td>Not approved,</td><td> <p>Send back to the WDS to either:</p> <ul style="list-style-type: none"> • Notify customer, unable to provide services, or • For corrections. </td></tr> </tbody> </table>	If ...	Then ...	Approved,	Forward the signed WDD 804 Request for Supportive Services form and all documentation to the WDT.	Not approved,	<p>Send back to the WDS to either:</p> <ul style="list-style-type: none"> • Notify customer, unable to provide services, or • For corrections.
If ...	Then ...						
Approved,	Forward the signed WDD 804 Request for Supportive Services form and all documentation to the WDT.						
Not approved,	<p>Send back to the WDS to either:</p> <ul style="list-style-type: none"> • Notify customer, unable to provide services, or • For corrections. 						
3	<p>The WDT is responsible to:</p> <ul style="list-style-type: none"> • Process the WDD 804 Request for Supportive Services form, • Contact customer to determine method of payment, • Complete a case note, and • Forward completed WDD 804 Request for Supportive Services form to Fiscal. 						

Transportation

Introduction	<p>This section provides information regarding transportation resources available to cover the cost of transportation to and from a Workforce Innovation and Opportunity Act (WIOA) approved activity.</p>
Local policy	<p>Transportation assistance is available for transportation services within the three-county region consisting of:</p> <ul style="list-style-type: none">• San Bernardino,• Riverside, and• Los Angeles Counties. <p>Transportation assistance for destinations outside the three-county region is provided only on a case-by-case basis with prior approval of the Deputy Director. Travel by Metrolink also requires the Deputy Director's approval.</p>
Transportation services	<p>Transportation includes the following services:</p> <ul style="list-style-type: none">• Public transportation• Travel reimbursement• Gas cards
Payment	<p>Payment for transportation services are based on need and the availability of funding. AJCC staff will adhere to the following guidelines when issuing payment for each category of transportation service identified below:</p> <ul style="list-style-type: none">• Bus passes, if public transportation is available.<ul style="list-style-type: none">– If public transportation is available and the customer chooses to use his/her own vehicle, WIOA reimburses the customer at the daily rate or the public transportation rate, whichever is less.• Parking reimbursement at actual cost.<ul style="list-style-type: none">– Customer submits receipts for this purpose, except in cases where parking meters are used. <p>Note: Penalties incurred due to traffic and parking citations cannot be paid with WIOA funds.</p>
Travel reimbursement	<p>Customers who travel more than 40 miles round trip each day may be eligible for mileage reimbursement at the county rate per mile, not to exceed \$180.00 per month. Reason for travel reimbursement must be included in the WDD 804 form and case noted in the customers file.</p> <p>Notes:</p> <ul style="list-style-type: none">• All travel reimbursements require the approval of the Supervisor and Manager.• Claims less than \$25.00 will not be paid until total claims are \$25.00 or more or it is year-end.• Refer to the "Gas cards" block for additional information.

Gas Cards

Introduction

This section provides information regarding the availability and distribution of gas cards to eligible customers.

Gas cards and authorization levels

Electronic debit gas cards enable Workforce Innovation and Opportunity Act (WIOA) customers to purchase gasoline at service stations throughout Southern California. These gas cards are available in \$25.00 increments and used until the \$25.00 total has been depleted.

There is no service charge to the customer on these cards. The Workforce Development Specialist (WDS) can issue up to four (4) \$25.00 gas cards per month (for a total of \$100.00 a month). If it is determined, the customer needs additional gas cards in the month, the WDS can issue an additional four (4) \$25.00 gas cards with Supervisor/Manager authorization. The WDS is required to complete a case note regarding the justification for the additional cards along with the Supervisor/Manager approval in the customer's file.

Gas cards should not be issued to the customer on:

- A Friday, unless the participant has a good reason and the WDS feels it is warranted, gas card can be issued. WDS needs to counsel the participant on using the gas card for its purpose and know he/she will not receive additional cards the following Monday and case note discussion, or
- Four (4) \$25.00 cards given on one day.

In certain situations where more than 2 cards needs to be issued, the WDS must obtain Supervisor/Manager approval and case note justification.

Note: Issuance of gas cards are based on need and availability.

Gas cards and transportation reimbursement

A customer may receive gas cards **or** transportation reimbursement. In some instances, customers may be eligible to receive both gas cards and travel reimbursement if the customer meets the following criteria:

- Is enrolled in Basic Career Services, Individualized Career Services, Training Services, or Follow-up Services, **and**
- Has previously received the authorized number of gas cards for the month, **and**
 - The daily transportation rate has been previously approved, **or**
 - The travel reimbursement was previously approved.

Note: For customers who receive both gas cards and transportation reimbursement, the **WDD 804 Request for Services** form must indicate the number of gas cards the WDS authorized to receive each month (deduct the amount of gas cards issued from the transportation reimbursement). Detailed case note must be completed in the participant's records to substantiate receiving both gas cards and reimbursement.

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Gas Cards, Continued

WDD 753A: Travel Assistance Claim

The WDS will ensure customers who receive transportation assistance during the month or request reimbursement complete the **WDD 753A: Travel Assistance Claim**, explain due dates and the following:

- The County reimburses the difference between the cost of the gas cards already received and the chosen rate (daily rate or travel reimbursement rate).
- The County reimburses the customer approximately four (4) to six (6) weeks after submitting his/her claim form.

Note: Travel Assistance Claims must be received within 31 days from the month being requested or the reimbursement will not be authorized. Example: a travel claim for the month of July should be completed and returned to the WDS no later than Aug 31st.

Lost or stolen gas cards

Lost or stolen gas cards may be replaced one (1) time with the Supervisor/Manager approval. The WDS explains to the customer the replaced amount is adjusted against future issuances/reimbursements. If the customer loses additional gas cards in the future (during the same fiscal year), Deputy Director approval is required for replacement issuance and for the amount adjusted against future issuances/reimbursements.

Card problems

Customers who have problems with gas cards must return the gas card to the America's Job Center of California (AJCC). The Workforce Development Technician (WDT) will contact the card company and determine the status of the card.

If there is ...	Then the issuance clerk will ...
A balance,	Replace the gas card.
No balance,	<ul style="list-style-type: none">• Not replace the gas card, and• Refer the customer to his/her WDS for potentially issuing additional gas cards

Public Transportation

Introduction

This section provides information regarding scheduled public transportation services available with fixed routes on a non-reservation basis within San Bernardino County. Fares are charged for public transportation but they may be reduced for seniors, disabled individuals, and students.

Public transportation information

The table below lists the phone numbers of the public transportation agencies who offer public transportation services in San Bernardino County.

Public Transportation Agency	Phone Number
Metro Link	1-800-371-5465 https://metrolinktrains.com/
Omnitrans	1-800-966-6428 TDD: (909) 384-9351 https://omnitrans.org/
Mountain Area Regional Transit Authority	Big Bear: (909) 878-5200 Rimforest/Crestline: (909) 338-1113 https://mountaintransit.org/
Morongo Basin Transit Authority	1-800-794-6282 https://mbtabus.com/
Needles Area Transit	(760) 326-2113 http://cityofneedles.com/transit/
Victor Valley Transit Authority	Victor Valley: (760) 948-3030 Barstow: (760) 256-0311 ADA Direct Access: (760) 244-4000 https://vvta.org/

Lodging

Introduction	<p>This section provides information regarding lodging for Workforce Innovation and Opportunity Act (WIOA) customers.</p>
Lodging	<p>Any requests for customer lodging must have prior approval from the Workforce Development Department (WDD) Assistant Director before authorizing lodging expense and reimbursement to the customer. The Workforce Development Specialist (WDS) must submit request to the Deputy Director who will submit request to the Assistant director for approval</p> <p>The Assistant Director may approve lodging for customers when an approved training meets one (1) of the following circumstances:</p> <ul style="list-style-type: none">• Training is beyond normal commuting distance, or• Customer needs lodging for extenuating circumstances.

Ancillary Services

Introduction

This section provides information regarding ancillary services available to Workforce Innovation and Opportunity Act (WIOA) customers who need supportive services to continue or complete an approved WIOA activity (e.g., training or employment activities). The ancillary services are provided to customers through the following methods:

- Vouchers, or
- CalCards.

Regardless of the payment method, any item with a cost of \$500.00 or more requires three (3) quotes to be submitted. The purchased item must be reasonable, necessary, and allowable for participation in the activity of WIOA services and must be case noted in the participants case file in CalJOBS with the justification for the item selection and the purchase.

Vouchers

The WDD 878: Vendor Vouchers and Claim for Payments are used whenever possible to purchase items from local vendors. When the Workforce Development Specialist (WDS) determines a customer needs ancillary/miscellaneous services in order to participate in the assigned activity, he/she:

Step	Action
1	Completes the WDD Request for Services Form .
2	Obtains appropriate authorization.
3	Checks with the Vendor to confirm they will accept Workforce Development Department (WDD) vouchers.
4	Submits paperwork to the Issuance Clerk for processing.

Note: The Issuance Clerk receives the paperwork to issue the voucher. The WDS is not authorized to issue vouchers to the customer.

Proof of costs

Exact costs of each item purchased must be submitted by the customer (e.g., original receipts, invoices, etc.).

Vendors submitting vouchers

The Workforce Development Department voucher form includes information requiring the vendors to submit to AJCC within two (2) weeks of purchase date.

Voucher time frames

Once the voucher is received at the AJCC, the WDT reviews the voucher and submits all ancillary payment documentation to Fiscal within three (3) working days of receiving the documents(s) from the customer or provider.

CalCard

Each America's Job Center of California (AJCC) has been issued CalCards to use for issuing supportive services when vouchers are not used. The Supportive Service Authorization Levels will apply to the process.

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Ancillary Services, Continued

CalCards, continued

The following steps are completed when CalCards are used for purchases/services.

Step	Who	Action
1	WDS	<ul style="list-style-type: none"> Asks the customer what type of supportive service is needed (example: clothes, books, tools, etc.), Requests the customer provide three (3) quotes for any purchase needed of \$500 or more and attach quotes to the WDD 804 form, Determines which product will be purchased for the customer, Completes: <ul style="list-style-type: none"> WDD 804 form and must: <ul style="list-style-type: none"> ✓ Enter a Total Amount Requested, and ✓ A justification case note Sends the signed Supportive Services request (WDD 804) to the supervisor/manager for approval.
2	Supervisor/ Manager	<ul style="list-style-type: none"> Reviews the Supportive Service requests submitted, Enters a maximum CalCard amount for purchase higher than the Total Amount Requested by the WDS, Enters the Issuance/Invoice Date (approval date – same date form is signed) Signs the WDD 804 form, and Informs the WDS if approved or if corrections are needed prior to the WDS processing the request.
3	WDS	<ul style="list-style-type: none"> Addresses the corrections, if applicable, Gives the WDD 804 form with all documentation to the WDT, and Completes a detailed case note of the Supportive Services and when the request was given to the WDT.
4	WDT	<ul style="list-style-type: none"> Reviews the documents, Purchases the goods/services approved by the Supervisor/Manager, Contacts the customer to set up an appointment to meet at the AJCC to provide the goods and services, Obtains the customer's signature on the appropriate documents before giving the goods and services to the customer, Enters the Actual CalCard Charge and PV ID on the WDD 804 form, Completes the regular process for CalJOBS and Fiscal requirements (i.e. upload documentation and/or forward documentation to Fiscal, Completes a detailed case note and Forwards a copy of the payment receipt to the WDS to retain with the WDD 804 form along with the three (3) quotes Scan WDD 804 and all other documents supporting the supportive service. Naming convention will be first initial, last name, last 4 of social Underscore and WDD 804 (MMouse1234_WDD804).

CalCard reconciliation

WDTs will receive the CalCard bank statement from US Bank and will reconcile the statement before submitting to fiscal. If any discrepancies are identified, the WDT will provide documentation and submit to fiscal with an explanation for the discrepancy. Fiscal reconciles the discrepancy with the bank and vendor

Ancillary: Allowable Items

Introduction This section provides information and guidance regarding allowable ancillary items.

Allowable items Below is a list of items that may possibly be covered as ancillary expenses, but not limited to.

Type	Guidance
Books	If required for training.
Tools	If required for training or employment.
Uniforms	If required for training or employment.
Work shoes	If required for training or employment.
Safety equipment	If required for training or employment.
Clothing	If required for training or employment.
Grooming	If needed for a job interview or employment.
Physicals and eye exams	If required for training or employment and not covered by Medi-Cal or other public facilities without charge.
Eyeglasses	If required for training or employment and not covered by Medi-Cal.
Driver's license, California I.D. Card, and/or DMV printout	If required for training or employment, costs are allowed. Only the standard fee is allowed. Note: Workforce Innovation and Opportunity Act (WIOA) does not pay any penalties or court fines.
Birth certificates	If required for training or employment and cannot be obtained from another social service agency [e.g., Transitional Assistance Department (TAD)], cost can be allowed.
Cosmetic, dental or tattoo removal	If required for training and/or placement and not covered by Medi-Cal or other public facilities without charge
Fingerprinting	If required for training or employment.
Student body cards	If purchased for the purpose of obtaining discounts at the school bookstore and determined by the Workforce Development Specialist (WDS) to be cost-effective.

Note: Refer to the Authorization levels table in this chapter for purchases for approval requirements.

Excluded items Ancillary services **cannot be used** to pay for firearms, knives, food, or tuition.

Needs-Related Payments

Introduction

This section provides guidance regarding the process for needs-related payments.

Needs-related payments

A needs-related payment is a one-time lump sum payment under ancillary services available to adult, dislocated workers, and youth in order to participate in training. However, there are additional conditions to be met before a customer is eligible for needs-related payments. The Workforce Development Specialist (WDS) evaluates the following:

If the customer is ...	Then the ...
An adult,	Adult must: <ul style="list-style-type: none">• Be unemployed,• Not qualify for or have ceased qualifying for unemployment compensation, and• Be enrolled in a program of training services.
A Dislocated Worker,	Dislocated Worker must be: <ul style="list-style-type: none">• Unemployed and have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Assistance (TAA), and• Enrolled in a program of training services by:<ul style="list-style-type: none">– The end of the 13th 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 8th week after the worker is informed a short-term layoff will exceed six (6) months.
A Youth,	<ul style="list-style-type: none">• Youth must be enrolled into the program and can receive supportive services under Program Element 7 with the contracted Youth Service Providers.• The needs-related payment is a service that enables an individual to participate in the WIOA Youth Program.

Note: Needs-related payments for adults and dislocated workers may be provided if a customer has been accepted in a training program beginning within 30 calendar days. The Governor may authorize local areas to extend the 30-day period to address.

Payments for adults

The needs-related payment level for adults must be established by the Local Workforce Development Board (WDB). For statewide projects, the payment level for adults must be established by the State WDB.

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Needs-Related Payments, Continued

Payments for dislocated workers	<div>Dislocated Workers must not receive needs-related payments that exceed:</div> <ul style="list-style-type: none">• The applicable weekly level of unemployment compensation benefit for customers who were eligible for unemployment compensation as a result of the qualifying dislocation, or• The poverty level income for an equivalent period for customers who did not qualify for unemployment compensation as a result of the qualifying layoff.<ul style="list-style-type: none">– The weekly payment level must be adjusted to reflect changes in total family income, as determined by Local WDB policies.
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Incentives

Introduction	<p>The America's Job Center of California (AJCC) staff may provide incentive payments to adult and dislocated worker participants for recognition and achievement directly tied to training activities, transitional jobs/work experience and Workforce Innovation and Opportunity Act (WIOA) performance outcomes.</p>
Incentive definition	<p>Incentives are defined as payments provided to a program participant for recognition and achievement directly tied to training activities, education, employment, transitional jobs/work experience, and other program activities.</p>
Allowability	<p>The Uniform Guidance Title 2 Code of Federal Regulations (CFR) part 200 emphasizes that while incentive payments are allowable under WIOA, the incentives must be in compliance with the Cost Principles in Title 2 CFR part 200.</p> <p>Example: Federal funds cannot be spent on entertainment costs. Therefore, incentives must not include entertainment, such as movie or sporting event tickets or gift cards to movie theaters or other venues whose sole purpose is entertainment.</p> <p>There are requirements related to internal controls to safeguard cash, which also apply to gift cards.</p> <p>Department of Labor (DOL) recognizes that incentives could be used as motivators for various activities such as recruitment, submitting eligibility documentation, and participation in the program, incentives paid for with WIOA funds must be connected to recognition of achievement of milestones in the program tied to work experience, education, or training.</p> <p>Such incentives for achievement could include improvements marked by acquisition of a credential or other successful outcomes.</p>
Incentive amounts	<p>According to the Workforce Services Directive 23-08, when offering incentive payments, the following must apply:</p> <ul style="list-style-type: none">• Tie the incentive to the goals of the specific program, including what type of activities and outcomes are being incentivized with the payments.• Determine the appropriate use of the incentive is based on how the participant will achieve goals, milestones, or outcomes.• Ensure the incentive payment will not be used in lieu of wages.• Meet the requirements in Title 2 CFR part 200.438 and Title 20 CFR Section 681.640. <p>AJCC staff are required to upload the verification of the incentive payment activity into the participants case file in CalJOBS along with a detailed case note.</p>

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Incentives, Continued

Incentive amounts, continued

The following table outlines the incentive categories and amounts an adult and dislocated worker participant may receive in any given Program Year (PY) at the AJCC if funding is available (the accomplishment needs to be documented in CalJOBS for the participant to receive the incentive, such as the employment, training, credential, etc.).

Category	Amount	Description
Measurable Skills Gain (MSG)	\$50.00	Documented progress in an education or training program. (examples: Secondary or postsecondary transcript or report card, receiving a satisfactory or better progress report from an employer or training provider).
Credential	\$100.00	Earning a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation or within one year after exit from the program.
Employment – 1st, 2 nd , 3 rd , & 4 th Quarter after exit	\$50.00 per quarter (\$200 max)	Communication with the WDS and provides employment information/documentation.
Transitional jobs	\$50.00	Positive completion of paid work experience.
Workforce Development Board (WDB) Testimonial	\$50.00	When a participant is selected to present as a success story to the WDB.
Other	\$50.00	Upon management approval for progress such as but not limited to: <ul style="list-style-type: none">• Promotion, or• Monitoring participation.

AJCC staff is responsible for ensuring each category amount is not exceeded. The maximum aggregate incentive award per PY may not exceed \$500.00 per participant. Exception is the \$50.00 incentive for the quarterly selection of an adult or dislocated worker to present his/her success story to the board.

Note: CalJOBS activity codes to be used for Incentive payments is 183 (active case) and F19 (Follow-up Supportive Services) for the adult and dislocated worker programs.

Gift cards

AJCC staff will issue gift cards to the participants as the incentive payment and completes the **WDD WIOA Supportive Service Request** form before issuing the gift cards.

Reminder: Gift cards **cannot** be issued for any form of entertainment.

A detailed case note, verification to substantiate the incentive, and appropriate labeling of the verification must be completed in the participants case file in CalJOBS.