

WDD YOUTH PROVIDER HANDBOOK

CHAPTER 6

Supportive Services

Overview

Introduction

Chapter 6 of the Youth Provider Handbook provides resource information and guidelines to assist 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 obtain and 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
- 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 21-16	• WSD 19-06
• TEGL 09-22	• WSD 17-07

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Outline of Supportive Services

Introduction

Supportive services are a separate program element and cannot be counted toward the work experience expenditure requirement even if supportive services assist the youth in participating in the work experience.

This section provides information and guidance for the contracted Youth Providers regarding supportive services available to customers under the Workforce Innovation and Opportunity Act (WIOA).

Types of supportive services

Supportive services for youth as defined in WIOA Sec. 3(59) are services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following:

1. Linkages to community services
2. Assistance with:
 - Transportation
 - Childcare and dependent care
 - Housing
 - Educational testing
 - Uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear needs-related payments
 - Books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes
3. Reasonable accommodations for youth with disabilities
4. Legal aid services
5. Referrals to health care
6. Payments and fees for employment and training-related applications, tests, and certifications

Note: 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?

Youth who meet the following criteria are eligible to receive supportive services:

- 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:
 - Customer's own finances
 - AJCC partner agencies
 - ✓ 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:

- Low-income individuals
 - Homeless individuals
 - English Language Learner (ELL), Foreign-Born, Refugees
 - Disabled
 - Youth who aged out of Foster Care
 - Justice involved individuals
-

Allowable costs

For reimbursement of expenditures to be an allowable cost for the Youth program, the Youth Providers must ensure the reimbursable expenditure is:

- Necessary, reasonable, and allowable.
- Allocable (scope of work and benefits received).
- Allowed by Federal, State, County, and conform with ETA grant guidelines and limitations.
- Authorized by and conform to the procedural rules adopted by WDD.
- Allocation Rate must be consistent.
- Adequately documented (traceable to official source documentations).

Note: Workforce Innovation and Opportunity Act (WIOA) funds cannot be used for donation as an allowable cost (Refer to Title 2, Part 200, Subpart E, 200.434).

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).

Per WIOA Youth Contract and Title 2, Subtitle B, Part §2900.16 prior written approval for the purchase, lease, or lease to purchase of fixed assets, equipment or property, including subcontracted services, using funds provided by WIOA and costing more than \$500, requires advance approval by WDD.

Request to purchase, lease, or lease to purchase said assets, including subcontracted services must follow the procedural rules adopted by WDD. In addition to written approval, Youth Providers must submit three (3) competitive quotes prior to any approval for purchases/leases of equipment to the WDD Youth Analyst.

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Outline of Supportive Services, Continued

WIOA Program Supportive Service Request Form

Youth Providers are required to complete and submit the WDD WIOA Program Supportive Service Request Form for each participant when providing services to the youth. Supportive Services is captured on the Youth Providers monthly invoices and must include the WIOA Program Supportive Service Request Form and documentation if reimbursement is to be issued.

Reason for the issuance of the Supportive Services must be clearly explained on the WDD WIOA Program Supportive Services Request form and signed by all parties, including the participant. Corresponding case note and activity code must be completed to document the reason for the issuance of Supportive Services. The supportive service itself is not an activity-it must be tied to an activity on the youth's ISS.

The WDD WIOA Program Supportive Service Request Form is located in the [Youth Provider Portal](#).

Supportive Services Request List

The Supportive Services Request List is a list of all the supportive services the Youth Providers issued to the youth participants for the month, which reimbursement is requested. The Checklist is included as the cover page that will support all the WIOA Program Supportive Service Request Forms the Youth Providers submit with his/her monthly invoice when reimbursement is to be issued.

The WDD WIOA Program Supportive Services Request List is located in the Youth Provider Portal.

Case note

Youth Providers are required to complete a detailed case note along with the appropriate Supportive Services activity code when issuing supportive services to a youth. In addition to the supportive services issuance, Youth Provider must complete a case note when obtaining prior approval for any services from the WDD Staff Analyst.

Supportive service approval

Youth Providers must ensure when submitting supportive services for payments to WDD Youth Staff Analyst for approval, the following must be taken into consideration:

- Reason for the supportive service.
 - Was an activity code entered into CalJOBS for the supportive service.
 - Case note entered for the supportive service, and does it coincide with the date the activity code was entered into CalJOBS.
 - Was the Supportive Service Request Form included with any receipts or three quotes, if applicable?
-

Childcare

Introduction

This section provides guidance for staff regarding childcare services.

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

Child and dependent care assistance

Child and dependent care assistance is a supportive service provided to participants if it is determined that if without it a participant will not be able to participate in youth 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 aged 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 \$500.00 annually per participant with Workforce Development Department (WDD) Staff Analyst approval. The following payment method may be used:

- Voucher, or
- Reimbursement.

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

Childcare services

The Contracted Youth Providers 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)

If the customer is unable to obtain childcare services through other resources, the Youth Provider is required to document the attempt and outcome in the youth's case file before issuing supportive services for childcare with WDD Youth Analyst approval. Copy of the approval email must be included in the WDD WIOA Request for Supportive Services for Youth Provider to receive reimbursement.

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

Note: WIOA and CalWORKs have different methods of determining income.

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Childcare, Continued

CCRC

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

- Childcare 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/>

TAD

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

If the customer is ...	Then ...
A current recipient of California Work Opportunity and Responsibility to Kids (CalWORKs) or Child Care program,	Refer the customer to the nearest TAD office to arrange for childcare.
A former CalWORKs recipient,	<ul style="list-style-type: none">• Refer the customer to the nearest TAD office to see if he/she qualifies for childcare.• Research 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 or Child Care program,	<ul style="list-style-type: none">• Do not refer customer to TAD,• Inform customer childcare is not available through TAD, and• Research local community, other county departments, and partner resources for childcare assistance, or• Provide 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/>

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Childcare, Continued

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>

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/>.

Process for childcare assistance

The table below outlines the process when a youth requests childcare assistance from the Youth Providers:

Step	Action
1	<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 the age of 18 residing in the home.
2	Complete the WDD WIOA Supportive Services Request Form.
3	<ul style="list-style-type: none">• Email WDD Youth Analyst to obtain authorization to issue childcare services to the participant, and• Complete a thorough case note addressing all the reasons for the childcare supportive services and approval from WDD Youth Analyst.
4	Submit the WDD Supportive Services Request Form and all documentation, including email approval with the monthly invoice.

Transportation

Introduction 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.

Local policy Transportation assistance is available for transportation services within the three-county region consisting of:

- San Bernardino,
 - Riverside, and
 - Los Angeles Counties.
-

Transportation services Transportation includes the following services:

- Public transportation
 - Travel reimbursement
 - Gas cards
 - Uber/Lyft
-

Payment Payment for transportation services are based on need and the availability of funding. Participants may receive a cumulative amount of \$150.00 in total per month in transportation assistance. Anything over the \$150.00, must have WDD Staff Analyst approval prior to issuing transportation services.

Youth Providers will adhere to the following guidelines when issuing payment for bus passes and parking reimbursements:

- Bus passes, if public transportation is available.
 - If public transportation is available WIOA reimburses the customer at the daily rate or the public transportation rate.
- Parking reimbursement at actual cost.
 - Customer submits receipts for this purpose, except in cases where parking meters are used.

Note: Penalties incurred due to traffic and parking citations cannot be paid with WIOA funds.

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Transportation, Continued

Travel reimbursement/ gas cards

Customers who travel more than 40 miles round trip each day may be eligible to receive mileage reimbursement at the county rate per mile. Reason for travel reimbursement must be included in the WDD WIOA Supportive Service Request form and case noted in the customer's file.

Gas cards enable WIOA youth to purchase gasoline at service stations throughout Southern California. These gas cards are available in \$25.00 increments, and Youth Providers must submit the **WDD WIOA Supportive Service Request** form with each issuance.

Detailed case note must be completed in the participant's records to substantiate receiving both gas cards and reimbursement.

Note: Issuance of gas cards are based on need and availability. Reimbursements can only be invoiced once the gas cards are issued to participants.

Public transportation information

Scheduled public transportation services are 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.

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/

Uber/Lyft

For purposes of providing training or work experience, Youth Providers are allowed to issue Uber/Lyft cards or can pay for an Uber/Lyft ride in advance for the participant. Similar to the issuance of gas cards and reimbursements, all documentation/form must be included in the monthly invoices to WDD.

Note: Refer to the "Payment" block regarding the monthly payment limits per participant.

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 use of vouchers.

Vouchers Vouchers and Claim for Payments are used whenever possible to purchase items from local vendors. The Youth Provider staff determines if a customer needs ancillary/miscellaneous services in order to participate in the assigned activity.

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

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

Type	Guidance
Books	If required for training.
Internet services/devices	If required for training or employment activities
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.
Food	If required for training or employment activities. Funding is on a limited basis, reasonable cost, and must be a necessary purchase that is not available from any other source and must be coordinated, when possible, with other community, state, or federal services who provide food for low-income individuals. (Reference 2 Code of Federal Reserve 200.403). Justification must be case noted in customer's case file in CalJOBS.
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 enrollment, 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 enrollment, training, or employment and not able to obtain from other resources (i.e., Foster Care, Transitional Assistance Department, etc.) Note: Refer to Chapter 1, Vital Records for information on how to obtain birth certificates.
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 to be cost-effective.

Ancillary Services, Continued

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

Tuition Although tuition cannot be paid using Supportive Services, the participant can be reimbursed if the tuition was paid out of pocket. Participant must provide the following:

- Receipt of the tuition payment, and
- Copy of his/her class schedule.

Once the verification is provided, the Youth Providers can reimburse the participant. No Supportive Services form is required to be completed, the Youth Providers will add the expenditure to the training line item of the monthly invoice along with the verification documents.

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 youth in order to participate in training. Unlike other supportive services, in order to qualify for needs-related payments, a participant must be enrolled in training. However, there are additional conditions to be met before a youth is eligible for needs-related payments.

Determining needs-related payments The Youth Provider will evaluate and determine if the:

- Youth is enrolled into the program and can receive supportive services under Program Element 7, and
- Needs-related payment is a service that enables an individual to participate in the WIOA Youth Program.

Needs-related payments should be provided when it is determined that ongoing resources and income from all other resources (including supportive services from another program/partner) are insufficient to support participants in Workforce Innovation and Opportunity Act (WIOA) funded training.

Qualifications apply at the time of the needs-related payment assessment and determination, not enrollment. Determination of financial need shall be based on the participant's financial status at the time training begins and be revisited should participant's income circumstances change.

Example: A youth is requesting assistance with purchasing tires for his/her vehicle. The youth is currently attending the welding training class at the local community college and there is no bus route to and from the youth's residence. Without transportation assistance the youth is unable to continue participating in his/her WIOA training as outlined in the Individual Service Strategy (ISS). Youth Provider can provide a needs-related payment to pay for the tires. However, if the cost is over \$500.00, the Youth Provider must provide three (3) quotes and obtain prior approval from the WDD Youth Analyst.

Eligibility In addition to WIOA eligibility a youth must meet the following criteria to qualify for needs related payments:

- Youth between the ages of 18-24,
- Be unemployed [WIOA Sec. 134(d)(3) and 20 CFR 681.570],
- Be enrolled in a program of training services under WIOA sec. 134 (c)(3), and
- Not qualify for, or have ceased to qualify for, unemployment compensation.

In most cases, the training would be occupational skills training. Other training services may qualify based on an assessment of need.

Incentives

Introduction	<p>The Youth Providers shall provide incentive payments to youth participants for recognition and achievement directly tied to training activities, work experience and Workforce Innovation and Opportunity Act (WIOA) performance outcomes.</p>
Incentive definition	<p>Incentives are defined as payment provided to youth participants for recognition and achievement directly tied to training activities and work experiences.</p>
Allowable incentives	<p>The Uniform Guidance 2 CFR part 200 emphasizes that while incentive payments are allowable under Workforce Innovation and Opportunity Act (WIOA), the incentives must be in compliance with the Cost Principles in 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 safeguarding of gift cards, which are essentially cash.</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. Such incentives for achievement could include improvements marked by acquisition of a credential or other successful outcomes.</p> <p>Youth Providers may leverage private funds for incentives WIOA cannot fund. Incentive payments may be provided to both In-School and Out-of-School Youth as long as the providers comply with the requirements of 20 CFR § 681.640.</p>
Incentive amounts	<p>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.• Outline in writing the incentive before the commencement of the program providing the payment.• Align the incentive with the local program's organizational policy.• Meet the requirements in Office of Management and Budget (OMB) 2 CFR part 200 and Title 20 Code of Federal Regulations (CFR) Section 681.640. <p>Youth Providers are required to provide verification of the incentive payment activity and must be included with the monthly invoices.</p>

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Incentives, Continued

Incentive amounts, continued

The following table outlines the incentive categories and amounts a Youth participant may receive in any given Program Year (PY) from a Youth Provider (the accomplishment needs to be documented in CalJOBS for the youth to receive the incentive, such as the employment, credential, etc.).

Category	Amount	Description
Measurable Skills Gain (MSG)	\$50.00	Youth achieved an academic, technical, occupational, or other form of progress towards a credential or employment.
Credential	\$100.00	Youth will receive this incentive for 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 Rate - 2 nd & 4 th Quarter after exit	\$100.00	Youth is in education or training activity, or unsubsidized employment during the second or fourth quarter after exit from the program.
Work Experience	\$50.00	Youth receives a positive completion of paid or unpaid work experience.
Work Shops	\$25.00 per workshop	Youth will be eligible to receive an incentive when he/she completes Life Skills, Job Search, or Leadership Development Skills. Note: Youth may not exceed \$100.00 in workshop incentives within any PY.
Workforce Development Board (WDB) meeting	\$50.00	Youth will be eligible to receive incentive when he/she is selected to present as a success story to the WDB.

Youth Provider is also responsible for ensuring each category amount is not exceeded. The maximum aggregate incentive award may not exceed \$500.00 per participant. Exception is the \$50.00 incentive for the quarterly selection youth to present his/her success story to the board.

Note: CalJOBS activity codes to be used for Incentive payments are as follows:

- Active cases – 419
- Follow-up cases – F19

Gift cards

Youth Providers can issue gift cards to youth as incentives and must provide the **WDD WIOA Supportive Service Request** form along with documentation when submitting invoice to WDD. However, gift cards cannot be issued for any form of entertainment.

A case note regarding the incentive must be completed in the participants case file in CalJOBS.