

---

---

EMPLOYERS' TRAINING RESOURCE  
1600 E. Belle Terrace  
Bakersfield, CA 93307

**POLICY BULLETIN: #ETR 28b-24**

TO: ETR Staff and WIOA Youth Service Providers

FROM:  Aaron Ellis  
Chief Workforce Development Officer

DATE: August 23, 2024

SUBJECT: Youth Supportive Services Policy

**This Policy Bulletin Supersedes Any Previously Issued Policy Statements  
Concerning Youth Supportive Services Policies and Procedures**

---

**PURPOSE:**

The Kern, Inyo and Mono Workforce Development Board (KIM WDB) has developed this policy to ensure that allowable and appropriate supportive services are provided to Youth participants in the KIM WDB service area. This policy is intended to ensure compliance with all federal and state regulations by providing guidance to Employers' Training Resource (ETR) and its youth service providers on the use of supportive services in the Local Workforce Development Area (LWDA). This policy applies to all LWDA funded in-school youth (ISY) and out-of-school youth (OSY) programs and participants.

**BACKGROUND:**

Workforce Innovation and Opportunity Act (WIOA) *20 CFR § 681.570 WIOA Sec, 3(59)* defines supportive services for youth as services that enable an individual to participate in WIOA activities. These services include, but are not limited to, the following: (a) linkages to community services; (b) assistance with transportation; (c) assistance with child care and dependent care; (d) assistance with housing; (e) needs-related payments; (f) assistance with educational testing; (g) reasonable accommodations for youth with disabilities; (h) legal aid services; (i) referrals to health care; (j) assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear; (k) assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and (l) payments and fees for employment and training-related applications, tests, and certifications.

Under the Title I Youth regulations *20 CFR 681.580*, supportive services can be provided to WIOA Title I Youth during program participation and during follow-up.

**POLICY:**

ETR staff and its youth service providers will use this Youth Supportive Services Policy as a guideline of allowable supportive services.

ETR and its youth service providers must maintain compliance with this Supportive Service Policy by ensuring all supportive service referral forms are completed and support documentation is sufficient in

order to document need for service as well as maintain accurate records of the supportive services provided to each enrolled youth participant.

WIOA Youth Supportive Services may only be provided if:

- The participant is enrolled in WIOA or in follow-up.
- The supportive service is necessary for the participant to participate in WIOA activities and is documented on the participant's Individual Service Strategy (ISS).
- The participant is unable to obtain supportive services through other programs providing such services.
- The supportive service is provided in conjunction with another youth career service or training service. Service dates for the supportive service must be within the dates for the youth career service or training activity.

All required forms and instructions are attached to this Supportive Services Policy.

The maximum amount a participant may receive in supportive services is \$1,600 per Program Year (PY). When a participant has reached the maximum amount, no further supportive services may be given during the remainder of the PY without the approval of an ETR CAO Manager, Workforce Development Program Manager, or Assistant Director.

#### **Locally approved supportive services:**

WIOA allows for a wide menu of supportive services. The following are the most generally utilized and authorized supportive services. Supportive services not specifically identified in this directive must be submitted to an ETR CAO Manager, Workforce Development Program Manager, or Assistant Director for approval prior to authorization.

#### **1. Assistance with Transportation**

Supportive service funds may be utilized to assist participants with transportation to enable participation in WIOA activities, such as work experience, training, job search, interviews, or employment.

##### **A. Bus Passes**

Supportive service funds may be utilized to purchase daily or monthly bus passes for participants.

##### **B. Fuel Assistance**

Supportive service funds may be utilized to purchase fuel for participants to enable them to participate in WIOA activities. In order to receive fuel assistance, a participant must provide a valid driver's license, current registration, and verification that the participant is the registered owner of the vehicle. If the participant does not own the vehicle, they must have and provide written permission from the registered owner to drive the vehicle. It must be ensured that WIOA supportive service funds are only used to purchase fuel. Fuel assistance should not be provided on Thursdays or Fridays without a verified need.

**Maximum: \$25 per week for Bakersfield residents; \$35 per week for residents of outlying areas in Kern County.**

### **C. Rideshare/Taxi**

Supportive service funds may be utilized to pay a ride-hailing company to transport participants to WIOA activities. It should be ensured that WIOA supportive service funds are only utilized for transporting the participant and not gratuity or such services as food delivery.

**Maximum: \$25 per week for Bakersfield residents; \$35 per week for residents of outlying areas in Kern County.**

### **D. Bicycle/Bicycle Repair**

Supportive service funds may be utilized to purchase a new or used bicycle or to repair a participant's existing bicycle. Funds may also be used to purchase bicycle-related equipment including helmet, pump, and reflective vest.

**Maximum: \$200; bicycle and equipment may only be purchased once per enrollment.**

### **E. Driver's License**

Supportive service funds may be utilized to pay the fee for a participant's driver's license application or renewal.

## **2. Assistance with Housing**

### **A. Rental Assistance**

Supportive service funds may be utilized to assist a participant with one (1) month of rent. The payment must be paid directly to the landlord, and the participant must provide a copy of the rental agreement and proof of ability to continue making regular monthly rental payments. Approval from an ETR CAO Manager is required for all rental assistance paid for with WIOA funds.

**Maximum: \$850; once per enrollment period.**

### **B. Utility Assistance**

Supportive service funds may be utilized to assist a participant with payment of utilities (gas, electric, water) with verification of a 15 day, 48 hour, or other notice to terminate services. Participants should first be referred to utility assistance programs such the Home Energy Assistance Program (HEAP), Energy Saving Assistance (ESA), and Relief for Energy Assistance through Community Help (REACH). In order to receive utility assistance, the participant must provide a copy of the rental agreement and proof of ability to continue making regular utility payments.

**Maximum: \$400; twice per enrollment period.**

## **3. Needs-Related Payments**

Supportive service funds may only be utilized to provide assistance directly to a participant that enables the participant to participate in training that leads to the attainment of a recognized postsecondary credential. The participant must be unemployed, not qualified or ceased to qualify for unemployment, and be enrolled in a training service under WIOA that leads to a recognized postsecondary credential. In most cases, the training would be occupational skills training provided through an Individual Training Account (ITA). Contact your assigned ETR Analyst for guidance before providing any Needs-Related Payment.

**Maximum: \$400; twice per enrollment period.**

**4. Assistance with Educational Testing**

Supportive service funds may be utilized to assist a participant with the cost of an exam or educational test to enable them to advance along a career or educational pathway. Examples include but are not limited to ACT exams, high school equivalency exams, NCLEX exam, LPN exam, etc.

**Maximum: \$350.**

**5. Reasonable Accommodations for Disabilities**

Supportive service funds may be utilized to assist a participant who needs workplace accommodations to enable them to participate in employment, training, education, work experience, or job searching. Possible services include adaptive assistive technology, interpreting service for the deaf/hard of hearing, or other special equipment provided as an accommodation. Services may be provided with documentation of medical notice verifying need, upon notice from partner agency or other agency assessment verifying need, or by applicant statement of needed accommodation(s). Any supportive services for reasonable accommodations will not be charged against a participant's available supportive service balance.

**6. Referrals to Health Care**

Supportive service funds may be utilized for health care services required by a participant's work experience site, employer, or training program that is not provided to regular employees or students of the employer or training program. These are limited to TB tests, chest x-rays, drug screens, and immunizations. Eye exams (in relation to need for prescription eyeglasses) may be provided when the medical expense is required in order for the participant to participate in WIOA approved activities or is a condition of employment.

**7. Assistance with Uniforms or other Appropriate Work Attire and Work-Related Tools, including such items as eyeglasses and protective eye gear**

Supportive service funds may be utilized to purchase appropriate work attire, including interview clothing, and work-related tools. Clothing or tools required for training that are not covered as part of the cost of training may be provided; a class syllabus showing the non-covered item must accompany the supportive service referral form.

**A. Clothing – Maximum: \$200, twice per PY.**

**B. Footwear – Maximum: \$200, twice per PY.**

**C. Prescription Glasses – Maximum: \$100 per enrollment period.**

**D. Safety Glasses – Maximum: \$55 per PY.**

**E. Tools – Maximum: \$300 per PY.**

**8. Assistance with Books, Fees, School Supplies, and Other Necessary Items for Students Enrolled in Postsecondary Education Classes**

Supportive service funds may be utilized to assist with the purchase of books, fees, and supplies for participants enrolled in postsecondary education including community college or university. A current copy of the syllabus and list specifying textbooks and associated costs must be obtained prior to authorization.

**Maximum: \$200 per PY.**

## **9. Payments and Fees for Employment and Training-related Applications, Tests, and Certifications**

Supportive service funds may be utilized to pay for employment and training-related applications, tests, and certifications. Licensing fees and/or certifications will be provided for a valid, verified job offer or upon satisfactory completion of a training program where certification and or licensing is required in order to be employed in the field of training (ie., Barber, CNA, LVN, RN). In the absence of job offer, licensing fees or certification must be for occupations with stable demand. If the cost of license and/or certification is included in the cost of the training, whether paid for by ETR with WIOA funds or not, supportive service funds may not be utilized. Fees associated with earning a High School Diploma, GED, or C-BEST test are allowable. With the exception of the High School Diploma, GED, C-BEST, or training that requires certification/licensing in order to be considered employable, any request that does not include a valid job offer requires an ETR CAO Manager, Workforce Development Program Manager, or Assistant Director approval.

## **10. Grooming Supplies and Services**

Supportive service funds may be utilized to provide grooming supplies and services to participants to enable them to participate in work experience, training, or job search activities.

### **A. Hygiene Kits**

Hygiene kits may contain such items as soap, shampoo, conditioner, combs, deodorant, and sanitary napkins.

**Maximum: \$30 per kit; twelve times per PY.**

### **B. Hair Cut**

Supportive service funds may only be used for wash and cut and shall not be used for styling, permanents, coloring, or gratuity.

**Maximum: \$40 per cut; three times per PY.**

## **11. Technology Assistance**

Supportive service funds may be utilized to purchase supplies or equipment to provide participants with the technology to participate in remote program services and training. Technology assistance supportive services are allowable for the following reasons: necessary for employment; necessary for postsecondary education classes; or necessary to participate in WIOA activities (not allowed during follow-up). Technology assistance may include laptops/computers, computer software, printers, internet hotspot devices, and data use fees for internet hotspots.

**Maximum: \$500 per PY. Equipment may only be provided once per enrollment.**

## **PROCEDURE:**

In order to receive the supportive service, the participant must be enrolled in WIOA or in follow-up, and the WIOA staff must:

1. Ensure that the supportive service is listed as a need on the participant's ISS.
2. For enrolled participants, ensure that the supportive service is provided in conjunction with another youth career service or training service.
3. Ensure that the supportive service cannot be obtained through another program.
4. Ensure that participant has not reached either the cap for type of supportive service or the \$1,600 maximum for total supportive services.
5. Ensure that receipts or invoices are sufficiently detailed to ascertain that charges do not include unallowable items.

6. Complete the WIOA Youth Supportive Service Referral form.
7. Provide supportive service to participant and obtain participant's signature on referral form denoting participant received the supportive service.
8. Ensure appropriate activity codes are entered into CalJOBS as well as appropriate case notes documenting the participant's need and receipt of supportive service.
9. Submit WIOA Youth Supportive Service Referral form and related back-up documents to ETR MIS.
10. Retain copies of WIOA Youth Supportive Service Referral form and related back-up documents in participant's file.

**ATTACHMENTS:**

Youth Supportive Services Referral Form

**INQUIRIES:**

Questions regarding this guidance should be sent to your assigned ETR Analyst.

# WIOA Youth Supportive Services Referral

Participant Name: \_\_\_\_\_ CalJOBS #: \_\_\_\_\_

Agency: \_\_\_\_\_ Program: \_\_\_\_\_ Enrollment Date: \_\_\_\_\_

Participant Status:  Enrolled  In Follow-Up WIOA Staff Name: \_\_\_\_\_

Total amount in supportive services received this program year: \_\_\_\_\_

(If over \$1,600, ETR CAO Manager, Workforce Development Program Manager or Assistant Director Approval Required)

Supportive Service being received:

	SERVICE	DESCRIPTION	COST
<input type="checkbox"/>	Assistance with Transportation		
<input type="checkbox"/>	Assistance with Housing		
<input type="checkbox"/>	Needs-Related Payments		
<input type="checkbox"/>	Assistance with Educational Testing		
<input type="checkbox"/>	Reasonable Accommodations for Disabilities		
<input type="checkbox"/>	Referrals to Health Care		
<input type="checkbox"/>	Assistance with Uniforms or other Appropriate Work Attire and Work-Related Tools		
<input type="checkbox"/>	Assistance with Books, Fees, School Supplies, and Other Necessary Items		
<input type="checkbox"/>	Payments and Fees for Employment and Training-related Applications, Tests, and Certifications		
<input type="checkbox"/>	Grooming Supplies and Services		
<input type="checkbox"/>	Technology Assistance		

**ATTACH APPROPRIATE BACK-UP TO THIS FORM**

Appropriate back-up may include receipts, invoices, syllabi, dress codes, etc.

Participant Certification:

My signature below indicates that I have received the above supportive service on this date and that this supportive service will enable me to participate in WIOA activities. I certify that all the information provided is true and complete. I understand that falsification of any item is grounds for termination from WIOA-funded programs and may result in action to recover any monies paid for the services being provided under this request for supportive services.

\_\_\_\_\_  
Signature of Participant \_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of WIOA Staff \_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of WIOA Supervisor \_\_\_\_\_  
Date