



WIOA – TITLE I POLICY



Effective Date: February 1, 2026

Supersedes WDB Policy: #2023-02

Policy #2026-01

SUPPORTIVE SERVICE POLICY AND GUIDANCE

EXECUTIVE SUMMARY

This policy provides guidance on and addresses the use of Workforce Innovation and Opportunity Act (WIOA) Title I funds for supportive services to eligible participants enrolled in the WIOA Adult, Dislocated and Youth programs on or after February 1, 2026, or carried in prior to February 1, 2026, who are active in WIOA service as of February 1, 2026. Eligible participants exited prior to February 1, 2026, are covered by #2023-02, the prior Supportive Service Policy and Guidance.

This policy provides to local WIOA subrecipients the documentation requirements to show that the supportive service is allowable, reasonable, and not otherwise available to the participant, and is intended to accomplish the following: assist participants with important supportive services needs to enable them to fully participate in WIOA services; allow a streamlined process of approval and reimbursement; enable accurate and timely tracking of expenditures; be relevant across all funding sources; provide guidelines for staff in working with participants; and include allowable supportive services and required supporting documentation in Appendices A and B. The revised policy also includes a requirement to use a Supportive Services Tracking log to ensure that Supportive Services budgets, limits, and procedures are adhered to.

REFERENCES

- WIOA Public Law: <https://www.gpo.gov/fdsys/pkg/PLAW-113publ128/pdf/PLAW-113publ128.pdf>
- WIOA Final Regulations: <https://www.dol.gov/agencies/eta/wioa/regulations>
- State of California Employment Development Department (EDD) Workforce Services Directive (WSD) 24-05, [CalJOBS Activity Codes Directive](#)

BACKGROUND

WIOA provides supportive service guidelines for WIOA-eligible participants. Supportive services are provided to eligible WIOA Adults, Dislocated Workers and Youth when the supportive service will assist the participant to remove barriers with the intent to help participant reach his/her employment and training goals.

The Monterey County Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities and/or limited English.

Supportive services are services that are necessary to enable an individual to successfully participate in activities authorized under WIOA sec. 134(c)(2) and (3) (adults and dislocated workers) and sec. 129(c)(2) (youth) and are defined in WIOA sec. 3(59).

POLICY AND PROCEDURES

Supportive Services may be provided to eligible WIOA participants who are:

1. Adults enrolled in WIOA career services or training services stated in WIOA sec. 134(c)(2) and (3) OR Youth enrolled in program activities stated in 129(c)(2); individuals enrolled in non-WIOA discretionary grants following Local WIOA policy if applicable; OR
2. Youth who have exited and need post-program supportive services as follow-up services for up to 12 months after exit (See Appendix B: Approved Supportive Services in Follow-up); AND
3. Unable to obtain supportive services through other programs providing such services. WIOA supportive services are limited and must be coordinated and leveraged with other community resources. In every instance of providing supportive services, staff must ensure that no other resource exists or that the need is so urgent that referrals to other resources would delay the provision of the supportive service and create a hardship to the participant.

Supportive Service Maximum Lifetime Cap

Services Available	Total Amount Available (Lifetime Cap)
All eligible participants	\$1,750

Some supportive services, as indicated in Appendix A below, may also have an individual lifetime cap.

SUPPORTIVE SERVICES REQUIREMENTS

The following requirements and conditions must be adhered to for any supportive service to be approved. Noncompliance will result in disallowable costs related to the specific supportive service request.

Allowable Supportive Services:

1. The primary criterion for an adult or dislocated worker participant's eligibility to receive supportive service funds is for interviewing attire or enrollment in a training service activity. The primary criterion for a youth participant's eligibility to receive supportive service funds is enrollment in a WIOA youth program activity listed in 129(c)(2).
2. The provision of supportive services will be limited by the availability of funds and specific cost and time limitations established in this policy. All supportive services are contingent upon available funding and approval.
3. Supportive services shall be provided based on an evaluation of a participant's level of need as outlined in case notes and Individual Employment Plan for participants in the Adult and Dislocated Worker Program and Individual Services Strategy for participants in the Youth Program.
4. Receipts for supportive service reimbursements must be submitted within 30 days of purchase.

5. Supportive services must be requested and approved by the WDB Fiscal Manager AND the Program Supervisor prior to expending or directing a participant to expend funds and cannot be expended and/or reimbursed prior to enrollment into WIOA.
 - Program Supervisor approval indicates that the Program Supervisor has reviewed all documentation for the supportive service and the amount of the request is correct, meets the criteria in this policy, and the request amount is reasonable for the item requested and necessary for the participant to receive the WIOA service.
 - WDB Fiscal Manager/Accountant approval indicates that the request has been calculated correctly and that there are sufficient funds to provide the supportive service. The dollar amounts listed are not an entitlement, and as such, the participant must be in compliance with program requirements, including active participation in WIOA services. Active participation includes **but is not limited to** no unexcused absence from training, responding within one week to telephone calls, emails, and text messages from staff, and no unexcused absence from scheduled WIOA skill or career development activities or workshops .
6. Lifetime cap – If a participant exhausts their supportive service funds lifetime cap, as indicated above in “Supportive Service Outline,” the participant is no longer eligible for supportive services. Some supportive services, as indicated in Appendix A below, may also have an individual lifetime cap.

Disallowed Supportive Services:

1. WIOA funds cannot be used to pay fines incurred for breaking the law (e.g., speeding or DUI tickets), penalties (e.g., late fees or DMV penalties) or a down payment or contracted payment on an automobile, real property or interest.
2. The participant claiming a need for supportive services must live in the service delivery area. The locations served are Salinas, Monterey, Marina, King City, Castroville, Sand City, Greenfield, Gonzales, Soledad, and the unincorporated areas of Monterey County. This provision may be waived by the WDB Director or designee.
3. Only under extenuating circumstances will supportive service requests for participants residing outside of the service delivery area be reviewed and a waiver approved by the WDB Director or designee. A request for a waiver must be submitted to the WDB Director no less than fifteen (15) days prior to submitting the request for supportive services. Detailed case notes by staff are required to justify providing the waiver.

Training-Related Supportive Services:

1. Priority for supportive services will be given to Adult and Dislocated Worker participants enrolled in job search activities as stated in WIOA sec. 134(c)(2)(A)(i), or Training Services as stated in WIOA sec. 134(c) (3), and Youth participants enrolled in services defined in WIOA sec. 129(c)(2)(C) and (D). Training does not include workshops.
2. The following provisions must be explained to participants, and the explanation documented in case notes, prior to submitting a request for supportive services for a participant.
 - Participants must achieve satisfactory performance, which is defined as a participant who, while in training related activities, maintains 100% attendance except for absences authorized in advance when possible or within three (3) days of the absence in unforeseen, extreme, or mitigating circumstances. Attendance must be verified prior to authorizing a supportive service

request for the participant.

- Participants must maintain satisfactory academic progress in their program of training. In the event that satisfactory academic progress does not occur, the participant must understand and agree that they will not be entitled to supportive services. Academic progress must be verified prior to authorizing supportive service request for the participant
- Participants must be in the program with active participation in the WIOA services that justify the supportive service.
 - Active participation is defined as participant maintaining contact with their case manager at least once per month. Additionally, if case manager contacts participant, participant must respond within 5 working days. If participant does not maintain contact and their case manager cannot reach them for over two weeks, or the case manager does not receive a response to contact within 5 working days, the participant is no longer eligible for supportive services.

Examples:

- Participant began training 5 weeks ago and has not contacted case manager for any reason since beginning. Participant is not eligible for supportive services.
- Participant began training 5 weeks ago and contacted case manager to ask for supportive services 3 weeks ago. Case manager attempted to contact participant multiple times since then up to 1 week ago, using whatever the participant's preferred method of contact is, but participant has not returned case manager's communication. Participant is not eligible for supportive services.
- Participant had an emergency auto repair and up to that point had been attending training regularly. However, after the repair, participant did not maintain contact and did not return case manager's contact attempts within one week. Even though the participant had been eligible up to that point, case manager should not provide the previously authorized supportive service to the participant.

Transportation Supportive Services:

1. Transportation supportive services will be provided to Adult and Dislocated Worker participants who meet the criteria in the Training-Related Supportive Services section above and are in ETPL or OJT training.
2. Transportation supportive services will be provided to Youth participants who meet the criteria in the Training Related Supportive Services section above and have received a 412 and a 413 activity and are in a youth career or training service.
3. Transportation supportive services will be in the form of either a monthly bus pass or mileage reimbursement at the currently effective Federal Mileage Rate.
4. Mileage reimbursement requires mileage documentation between participant's home and training provider location, driver's license, proof of registration, and proof of insurance.

DOCUMENTATION AND APPROVAL

The following procedures provide the general framework for the supportive service process.

Determination of Need:

It is the responsibility of service provider staff to determine if the participant needs supportive services. In addition:

1. There has to be justification to support the expenditure. The appropriate supportive service activity codes must be entered in CalJOBS, and detailed case notes must contain information that supports the request.
2. Receipts must be submitted within 30 days of purchase.
3. All supportive service activities and expenditures must be tracked in the Supportive Services Tracking log maintained by the assigned service provider staff. This log must be uploaded into the participant's CalJOBS document file.
 - Participants in training must maintain attendance and academic progress as defined in the Training-Related Supportive Services section above. Staff must confirm attendance and satisfactory performance prior to authorizing the supportive services request for the participant.
4. Participants in active job search: case notes need to demonstrate active job search. It is the responsibility of the staff authorizing the supportive service request to determine and document active job search activities in case notes, including details of interview dates and business names for supportive services related to interview attire.

Approval Process:

1. Service provider staff will authorize supportive services request and submit the payment request along with the final supportive service paperwork and necessary back-up documentation for approval to the MCWDB Finance Department (Note: Check disbursements usually take up to 30 days after submittal.) Service Provider designated staff will pick up the checks from the MCWDB Finance Dept.
2. MCWDB finance staff will review the request in its entirety, ensuring that all the necessary conditions for approval have been satisfied. In the event that **all** conditions as stated in this Policy are not completed, the finance staff will return the request to the staff member. Once the request is approved, an obligation record is created. (Note: The staff will be able to continue to request payments for supportive services as long as the cap and overall approved budget has not been exhausted.

Documentation: (see Appendix A for details)

1. Activity codes in CalJOBS
2. Supportive Service Case Notes
3. Original Receipt/s
4. Other supporting documentation (if applicable)

SUPPORTIVE SERVICES TRACKING LOG

The following procedures provide the general requirements for using the Supportive Services Tracking Log, which is accessed via the fiscal MIPS server. Use of the Supportive Services Tracking log is mandatory in order to ensure that Supportive Services budgets, limits, and processes are adhered to.

All users of the Supportive Services Tracking log must read and understand the User Guide prior to logging into the system and refer to it when using the log until completely familiar with it.

ATTACHMENT 1: Supportive Services Tracking Log User Guide

INQUIRIES

If you have questions, please contact staff at (831) 796-3505. This policy is posted on the WDB website located at www.montereycountywdb.org.

CHRIS DONNELLY, Executive Director
Monterey County Workforce Development Board

Appendix A: Approved Supportive Services Itemized List

Miscellaneous Item Description	Allowable Amount(s)	Required Documentation for Finance (receipts are required for all items)	CalJOBS Activity Codes
Books, Software <ul style="list-style-type: none">As needed per course syllabus	Up to \$500	<ul style="list-style-type: none">List of required books from training provider. Books provided by training provider through the ITA are not eligible.	326
California Department of Motor Vehicles <ul style="list-style-type: none">DMV Printout, Smog check	Prevailing State fee	<ul style="list-style-type: none">Valid car registration required.	185 (other)
Car Repair <ul style="list-style-type: none">Emergency Repairs/ReplacementsEmergency Tire Replacement (only used tires will be approved)	Up to \$350 Up to \$200	<ul style="list-style-type: none">Three (3) quotes are required for all car repair Requests.Routine maintenance or service unrelated to the emergency is excluded from this category.Nature of emergency must be documented in case notes.Tire replacement limited to the tire(s) damaged in emergency.Valid car registration required.	185 (other)
Clothing & Uniforms Adults and Dislocated Workers <ul style="list-style-type: none">Uniforms, Shoes, Work BootsBased on training and job search needsInterview Clothing	Up to \$350 <ul style="list-style-type: none">Maximum \$100 per interview clothing request, including shoes.	<p>For Adult and Dislocated Worker participants in ETPL or OJT</p> <ul style="list-style-type: none">Itemized list of necessary items must be provided by the school or employer.One (1) set of interview clothing per participant. If participant has been provided clothing suitable for both interview and work clothes, only one request will be approved.This service must be provided in conjunction with a career service or training service. Service dates for the supportive service must be within the dates of the career service or training activity,	188
Clothing & Uniforms Youth <ul style="list-style-type: none">Uniforms, Shoes, Work BootsBased on training and job search needsInterview Clothing	Up to \$350 Maximum \$100 per interview clothing request including shoes	<ul style="list-style-type: none">Itemized list of necessary items must be provided by the school or employer.One (1) set of interview clothing per participant. If participant has been provided clothing suitable for both interview and work clothes, only one request will be approved.This service must be provided in conjunction with another youth career service or training service.	487

		Service dates for the supportive service must be within the dates of the youth career service or training activity. Additionally, youth must receive 412 and 413 services prior to enrolling in this activity.	
Fingerprinting, Background, and Drug Screening • For Employment or Training	Usual and customary fee		185 (other)
Haircuts Once a month	Up to \$30/month, \$150 total	Receipt from business providing haircut required.	185 (other)
Identification Birth Certificates, California Driver's License/ID	Prevailing State/County Fee		185 (other)
Immunization For Employment or Training	Prevailing Fee		185 (other)
Tools and Supplies (Adult DW) • Tools and equipment or supplies necessary for Employment and Training	Up to \$350 • Maximum \$150 for tools	For Adult and Dislocated Worker participants in ETPL or OJT, • Itemized list of necessary items must be provided by the school or employer. • This service must be provided in conjunction with a career service or training service. Service dates for the supportive service must be within the dates of the career service or training activity. • Tool reimbursement requires Employer Offer Letter	188
Tools and Supplies (Youth) • Tools and equipment or supplies necessary for Employment and Training	Up to \$350 Maximum \$150 for tools	• Itemized list of necessary items must be provided by the school or employer. • Tool reimbursement requires Employer Offer Letter • This service must be provided in conjunction with another youth career service or training service. Service dates for the supportive service must be within the dates of the youth career service or training activity. Additionally, youth must receive 412 and 413 services prior to enrolling in this activity.	487
Testing or Exam Fees • Testing, Credentials, Licenses, Certifications	Prevailing fee. Up to \$500	• Testing or Exam fees must be for State, National or Industry-Recognized credential resulting from training as defined in TEGL 19-16: "Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) or through a training contract discussed in Section 8 of this	Adults/DW 191 Youth- 490

		<p>TEGL.” Section 8 of TEGL 19-16 lists the following exceptions: (a) OJT, (b) determination by the WDB that there are insufficient ETPL providers (as described in the Local Plan), (c) a program of demonstrated effectiveness offered in a local area by a community-based organization or other private organization to serve individuals with barriers to employment, (d) a direct contract with an institution of higher education or other provider to facilitate a cohort of individuals for jobs in-demand sectors, or (e) pay for performance contracts (note funding limitation).</p> <ul style="list-style-type: none"> • Exceptions for TEGL 19-16 must be pre-approved in writing by WDB Director. • Exam Fees will only be reimbursed after proof of passing and/or Credential. • See EDD WSD 24-05 Attachment 1 - CalJOBS Activity Codes Dictionary for additional criteria. 	
Toiletries • ONLY COVERS THE FOLLOWING: Toothbrush, cap, tooth cleaner, floss, razor, blades, shaving oil/cream, comb and/or hairbrush, shampoo, bar soap, deodorant	Up to \$25 per month	See EDD WSD 24-05 Attachment 1- CalJOBS Activity Codes Dictionary for criteria.	Adult/DW 185 (other) Youth 485 (other)
Transportation – Adults and Dislocated Workers • Mileage reimbursement • Prevailing public or non-profit transportation rate; • Monthly Bus Pass • Federal mileage rate	Maximum \$250	<ul style="list-style-type: none"> • For Adult and Dislocated Worker participants in ETPL or OJT while in training. • Mileage reimbursement requires mileage documentation between participant’s home and training provider, proof of registration, proof of insurance. • This service must be provided in conjunction with a career service or training service. Service dates for the supportive service must be within the dates of the career service or training activity. 	181

Transportation - Youth <ul style="list-style-type: none">• Monthly Bus Pass;• Mileage reimbursement• Prevailing public or non-profit transportation rate;• Federal mileage rate.	Maximum \$250	<ul style="list-style-type: none">• This service must be provided in conjunction with another youth career service or training service. Service dates for the supportive service must be within the dates of the youth career service or training activity. Additionally, youth must receive 412 and 413 services prior to enrolling in this activity.• Mileage reimbursement requires mileage documentation between participant's home and training provider location, proof of registration, proof of insurance.	481
Medical Services/Vision – Adult and Dislocated Workers As required to attend training or to obtain/retain employment	Maximum \$125 for single vision lenses and \$150 for bifocals \$150 Lifetime cap	<ul style="list-style-type: none">• For Adult and Dislocated Worker participants in Career services or training activities.• This service must be provided in conjunction with a career service or training service. Service dates for the supportive service must be within the dates of the career service or training activity.	182
Medical Services/Vision – Youth As required to attending training or to obtain/retain employment	Maximum \$125 for single vision lenses and \$150 for bifocals \$150 Lifetime cap	<ul style="list-style-type: none">• For Adult and Dislocated Worker participants in Career services or training activities.• This service must be provided in conjunction with another youth career service or training service. Service dates for the supportive service must be within the dates of the youth career service or training activity. Additionally, youth must receive 412 and 413 services prior to enrolling in this activity.	482
Child Care- Adults and Dislocated Workers	Up to \$250 per month \$1,000 lifetime cap	<ul style="list-style-type: none">• Must be at state approved licensed child care facility.• For Adult and Dislocated Worker participants in Career services or training activities.• This service must be provided in conjunction with a career service or training service. Service dates for the supportive service must be within the dates of the career service or training activity.• Documentation of days/hours child attended Documentation of child's birth	180
Child Care- Youth	Up to \$250 per month \$1,000 lifetime cap	<ul style="list-style-type: none">• Must be at state approved licensed child care facility.• This service must be provided in conjunction with another youth career service or training service.	480

		<p>Service dates for the supportive service must be within the dates of the youth career service or training activity. Additionally, youth must receive 412 and 413 services prior to enrolling in this activity.</p> <ul style="list-style-type: none">• Documentation of days/hours child attended• Documentation of child's birth.	
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Appendix B: Approved Follow-Up Supportive Services Itemized List

Follow up supportive services are available to Youth only. Per TEGL 19-16, an Adult/DW customer who has exited and is only receiving follow-up services is not eligible to receive supportive services during their follow-up.

Miscellaneous Item Description	Allowable Amount(s)	Required Documentation for Finance (receipts are required for all items)	CalJOBS Activity Codes
Transportation	\$250	Bus Pass Receipts/Mileage documentation	F12
Work Related Uniforms/Attire	\$350	Employer Letter/Receipts	F13
Work Related Tools	\$200	Employer Letter/Receipts	F14
Supportive Service Other	Maximum \$200	For educational testing/certification and related expenses	185