



**WORKFORCE DEVELOPMENT  
BOARD OF MADERA COUNTY**

**SUPPORTIVE SERVICES POLICY**

EDD Revision Date: N/A

WIB Review Date: 7/26/07; 12/20/07, 12/17/09, 4/22/10, 9/23/10, 6/21/12; 6/27/13; 5/22/14;  
12/17/15; 10/27/16; 12/15/16; 8/23/18; 10/21/21

**EXECUTIVE SUMMARY:**

**Purpose:**

This document establishes the Workforce Development Board of Madera County's policy regarding the provision of supportive services to individuals participating in WIOA-funded career and training services.

**References:**

- Workforce Innovation and Opportunity Act (WIOA) Sections 129 and 134
- Title 20 CFR Section 680.140; 680.900-920; 681.570

**Policy:**

The Workforce Innovation and Opportunity Act Section 134(d)(2) expressly permits the provision of supportive services to adults and dislocated workers who are participating in WIOA-funded career and training services, **if they are unable to obtain such services through other programs**, while Section 129(c)(2)(G) requires supportive services to be available to youth participants through the local system of eligible youth service providers. Section 3(59) of the Workforce Innovation and Opportunity Act defines supportive services as "services such as transportation, child care, dependent care, housing, and needs related payments, that are necessary to enable an individual to participate in" Workforce Innovation and Opportunity Act funded activities.

It is the policy of the Workforce Development Board of Madera County to facilitate the provision of supportive services to individuals who are participating in individualized career or training services, who are unable to obtain supportive services through other programs providing such services, and only when such services are necessary to enable individuals to participate in title I activities, as stipulated in 20 CFR Subpart G Section 680.910. Accurate information regarding the availability of supportive services in the local area, as well as referral to such services, will be provided as a basic career service to adults and dislocated workers through the local One-Stop delivery system (WIOA 134(d)(1)(B)). The Workforce Development Board of Madera County has established limits on the types of available supportive services and a limit of a maximum of \$1,500 of funding available to individual participants for supportive services funded through WIOA, as allowed under 20 CFR Subpart G Section 680.120. All supportive services

must be requested and approved in advance. Customers will not be reimbursed for supportive services purchases or payments that they have made directly. The Workforce Development Board of Madera County does **not** provide needs related payments.

The locally approved supportive services are as follows:

- Supportive Services will include, but may not be limited to: transportation assistance, mileage reimbursement, uniforms, tools, safety equipment, certification/licensing exam fees, medical services including required physicals and immunizations, drug testing, standardized work clothing or footwear, registration fees, union initiation fees, union dues (limited to one payment of not more than 3 months of dues) or instructional books, materials, and supplies. Purchase of any of these items requires written documentation that the items are required for training or employment, and verification that they are not reimbursed or provided by the employer or training provider.
- Transportation allowance – Provided for non-paid activities; may include MAX passes, Dial-a-Ride tickets, or a flat-rate daily reimbursement, only if the service is not available through some other source. Limited transportation funds may result in only partial subsidy of transportation costs, based on individual needs and the availability of other resources. A flat-rate reimbursement of \$10.00 per day of travel required for training will only be provided to individuals who must travel a minimum of 25 miles round trip per day to an unpaid training activity using their own vehicle. **Travel Reimbursement will only be available to individuals who can provide documentation of a current California Driver's License, as well as proof of current vehicle registration and insurance for the vehicle being used for travel.**
- Child Care Assistance – Assistance with child care expenses may be provided on a limited basis for individuals participating in unpaid training programs, only if such assistance is not available from any other source. Child care assistance will only be provided for the specific days and times that the participant is engaged in the unpaid training activity.

These limits apply to WIOA formula-funded activities and services. Exceptions to these limits may be approved by the Executive Director (or designee) on a case-by-case basis for specific training programs or employment opportunities with higher support costs/needs. Projects funded by specific grants or from sources other than WIOA formula allocations will follow any limits established by the specific grant, proposal, or project, and may exceed the limits established here, when necessary, allowable, and appropriate for successful participation in, or retention in and completion of, training or employment. In addition, the provision of supportive services may be suspended, revoked, or reduced at any time, based on funds available, changes in program design or delivery, or at the discretion of the Executive Director.

**Action:**

This policy is effective on the date approved by the Workforce Development Board of Madera County, and replaces the previous version approved by the Board on December 15, 2016. Retain this policy until further notice.

**Inquiries:**

If you have questions, please contact the Executive Director or designee at (559) 662-4500.