



# DIRECTIVE

Workforce Investment Board of Tulare County

Date: March 11, 2026

## TUL 26-01 Local Policy: Supportive Services Policy

### EXECUTIVE SUMMARY:

The Workforce Investment Board of Tulare County (WIB) issues this directive to establish local policy requirements and provide guidance governing the provision of Supportive Services funded under the Workforce Innovation and Opportunity Act (WIOA) Title I Adult, Dislocated Worker, and Youth programs.

Supportive Services are designed to remove barriers that may prevent eligible participants from beginning, continuing, or successfully completing WIOA-funded activities that lead to employment, education, or training outcomes. These services may be provided only when they are allowable, reasonable, necessary, and directly tied to participation in authorized WIOA activities, and when such services are not otherwise available through non-WIOA resources or other WIB-funded programs.

This directive applies to all WIOA and WIB-funded programs administered by the WIB. When specialized funding streams have requirements that differ from this policy, those requirements will be issued separately through an applicable directive, policy memorandum, or contract statement of work (SOW). This directive includes certain WIB and State-imposed requirements; ***WIB-specific requirements are identified in bold italics.***

This directive supersedes WIB Directive TUL 17-02, Local Policy: WIOA Title I Adult, Dislocated Worker, and Youth Supportive Services Policy.

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### REFERENCES:

- WIOA Section 3(59)
- WIOA Section 134(d)(2) and (3) – Adults and Dislocated Workers
- 20 CFR [680.330](#); [680.900-680.970](#) – Adults and Dislocated Workers
- [TEGL 19-16](#), Guidance on Services provided through Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-

Peyser Act Employment Services (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules

- WIOA Section 129(c)(2) – Youth Program Elements
- 20 CFR [681.570](#) – Supportive Services for Youth
- [TEGL 21-16](#), Third Workforce Innovation and Opportunity Act Title I Youth Formula Program Guidance

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**BACKGROUND:**

WIOA Title I authorizes the purchase of services deemed necessary to enable enrolled individuals to participate successfully in allowable WIOA activities. Supportive Services guidelines for eligible adults and dislocated workers are defined in WIOA Section 3(59), and regulation 20 CFR 680.900 defines Supportive Services as services necessary to enable individuals to participate in activities authorized under WIOA Section 134(d)(2) and (3).

Furthermore, 20 CFR 681.570 states that Supportive Services for youth are those services that enable an individual to participate in WIOA activities. Supportive Services for adult, dislocated workers and youth participants may include, but are not limited to the following:

1. Linkages to community services
2. Assistance with transportation
3. Assistance with childcare and dependent care
4. Assistance with housing
5. Need-related payments
6. Assistance with educational testing
7. Reasonable accommodation for individuals with disabilities
8. Legal aid services
9. Referrals to health care
10. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eyewear.
11. Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes, and
12. Payments and fees for employment and training-related applications, tests, and certifications

While the WIOA statute and federal regulations identify a broad range of Supportive Services categories, the Workforce Investment Board of Tulare County has established additional local limitations and conditions on allowable Supportive Services. Not all Supportive Services identified in federal guidance are allowable under this local directive. Subrecipients must adhere to the allowable and non-allowable Supportive Services as outlined in this directive.

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## **POLICY AND PROCEDURES:**

***The policy ensures consistency in the administration of Supportive Services and sets guidelines for the provisions governing the delivery of Supportive Services under the WIOA. It establishes clear expectations for the Subrecipients regarding participants' Supportive Services eligibility, documentation, and approval process.***

***Supportive Services are discretionary and subject to funding availability. They may be provided only when funds are available and when the participant demonstrates financial need and a documented barrier to participation in allowable WIOA activities. They are intended to remove barriers that hinder participation in career or training activities, support individuals in obtaining or retaining employment, and promote successful program completion.***

***Supportive Services must be delivered in a manner consistent with federal, state, and local policy requirements and should not duplicate services available through other funding sources or community programs.***

***WIOA Title I Supportive Services are considered funds of last resort. Supportive Services may only be authorized when the participant has been assessed for, and is unable to obtain, the service needed through other federal, state, local, community-based, or partner resources. All efforts to identify and utilize alternative resources must be documented prior to the authorization of WIOA-funded Supportive Services. Case notes must document the alternative resources explored, the outcome, and why the resource was unavailable or insufficient.***

Supportive Services may only be provided to individuals who meet all the following criteria:

1. The individual must be actively enrolled and participating in career and/or training services as defined under WIOA Section 134(d)(2) and (3) or in youth activities authorized under WIOA Section 129(c)(2).
2. The individual must be unable to obtain services through other federal, state, or local programs or partner agencies providing such services.
3. Supportive Services may only be provided when they are necessary to enable individuals to participate in basic and individualized services, training, or youth activities.
4. WIOA Title I Supportive Services must be provided solely for the enrolled participant's expenses. Supportive Services funds may not be used to provide or reimburse any goods or services that were obtained, received, or purchased prior to participant's enrollment and active participation in the WIOA program.

### **Procedures:**

***Subrecipient staff are required to adhere to the policy outlined above and must implement the following procedures when authorizing and issuing Supportive Services to ensure compliance and accountability in service delivery.***

- 1. Subrecipient staff must assess and determine the participants' need for Supportive Services during both the initial and ongoing assessment process. The Supportive Service needs will be directly tied to the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) and properly documented in the participant's file in CalJOBS.**
- 2. When a participant who has previously received Supportive Services returns to request additional assistance, staff must first verify that all receipts have been submitted and validated before authorizing any new service.**
- 3. Subrecipient staff must determine whether other community resources are available and coordinated with the organization to meet the participants' needs before requesting Supportive Services. Staff must document all efforts and referrals to alternative resources in a case note in CalJOBS, including the outcome of the referral when applicable. WIOA funds may only be used for Supportive Services when all other non-WIOA funded resources have been exhausted and when the unmet need would otherwise prevent the participant from participating in allowable program activities. All efforts to identify and utilize services from other sources must be documented in the participant's file prior to expanding WIOA funds.**
- 4. All participants must have a completed personal budget on file. Staff must ensure the budget is accurately entered into and documented in CalJOBS under the Overall Budget tab. If a personal budget was completed within the current program year and is available in the participant's record, staff may use the existing budget.**
- 5. The personal budget must be used to determine financial needs and to document the participant's inability to obtain the requested Supportive Services independently. Prior to requesting supervisor approval, Subrecipient staff must enter a CalJOBS case note requesting Supportive Services. The case note must clearly document the justification for the request, including the participant's demonstrated need, the type of Supportive Services requested, the estimated or actual cost, and how the service is necessary to enable participation in allowable WIOA activities. The case note must also document that non-WIOA resources were explored and were unavailable or insufficient to meet the participant's needs.**
- 6. Subrecipient staff must obtain supervisor approval for all Supportive Services requests. The supervisor must document the approval by entering a case note in the participant's file in CalJOBS within three (3) business days of the request.**

**The supervisor's approval case note must clearly identify the Supportive Services authorized, including the type of service, approved amount, and vendor.**

***Supportive Services must be approved before any funds are expended or the participant is instructed to make a purchase. Supportive Services will not be reimbursed or authorized retroactively. Goods or services obtained prior to supervisor approval, enrollment, or documented participation in allowable WIOA activities are not eligible for reimbursement and may result in disallowed costs.***

***Follow-up Supportive Services Eligibility***

- 1. The provision of Supportive Services under the WIOA Adult or Dislocated Worker program is not permitted after a participant has entered follow-up.***
- 2. Supportive Services for WIOA Youth participants may be provided throughout the duration of program enrollment and for up to twelve months following program exit, when such services are necessary for the participant to retain employment or to continue in post-secondary education or training. The participant's financial need and justification for the service must be clearly documented in the case file.***

***Incentive payments and stipends may be provided in accordance with established local policy. For detailed guidance and allowable use, refer to WIB Directive TUL 24-04 Stipends and Incentives or the most current version in effect.***

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**ALLOWABLE SUPPORTIVE SERVICES:**

***Supportive Services are intended solely for expenses incurred by the enrolled individual and are designed to remove barriers that may prevent full participation in WIOA-funded activities. The examples listed below represent allowable Supportive Services approved by the Workforce Investment Board (WIB); however, this list is not exhaustive and should not be interpreted as a limitation. Subrecipients are responsible for assessing each participant's circumstance, reviewing documentation in the case file, and determining which Supportive Services are necessary and reasonable to support their participation in WIOA activities.***

***Transportation Supportive Services may be provided through reimbursement, direct payment, or prepaid assistance, as determined appropriate based on the participant's circumstances. Mileage assistance is provided on a reimbursement basis using the federally established mileage rate. Fuel assistance and rideshare services may be issued in advance when reimbursement is not feasible and when necessary to support participation in allowable WIOA activities. All transportation assistance must be reasonable, necessary, and supported by required documentation.***

***Transportation Assistance: Expenses for commuting to and from WIOA activities.***

- Bus tickets, bus passes***
- Rideshare assistance (e.g. Uber, Lyft, Visalia Connect, TCRTA)***
- Fuel assistance***

- **Driver license expenses (new or renewal fees)**
- **Mileage reimbursement (federal standard mileage rate)**
- **Other transportation assistance**

**Auto Repairs: Limited to a one-time service per participant and may only cover reasonable minor repairs, such as tires, brakes, water pumps, and similar essential needs.**

- **The vehicle must be registered in the enrolled individual's name**
- **A valid driver's license and proof of insurance are required**

**Utility Assistance: Assistance is limited to utilities for the participant's current residence. The utility bill is required and must match the participant's documented address in CalJOBS. Payment is made directly to the vendor and only when needed to enable participation after exhausting all other resources.**

- **Utility bills (electricity, water, waste/garbage, sewer, gas).**

**Employment-Related Services and Training-Related Expenses: These expenses are allowed when they are necessary to obtain or retain employment ,or for education assistance not provided by the employer or training provider or is not included in the WIOA Title I Individual Training Account (ITA), Pell Grant, or other financial aid programs.**

- **Tools and Safety Equipment**
- **DMV print out**
- **Fingerprints**
- **Drug testing**
- **Background screening**
- **TB testing**
- **Fees for employment applications**
- **Books and supplies**
- **School admission and testing fees**
- **Re-testing fee**
- **Hygiene products**
- **Haircuts**
- **Interview, work attire, uniform, or shoes**
- **Prescribed eyewear, physicals, and vaccines**
- **Certification and license fees – May be supported only when they are a condition of employment, training participation, or required for interviewing for an employment position (e.g., First Aid/CPR, forklift, state exam).**

- *Required documentation assistance – (e.g., proof of identity). Only allowable when necessary to obtain or retain employment, or for training-related purposes.*
- *A receipt verifying purchase is required, must be signed by the participant, and uploaded to CalJOBS.*

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**NON-ALLOWABLE SUPPORTIVE SERVICES:**

The following services are not allowed by the WIB under any circumstances; the use of WIOA Title I funds for these items is strictly prohibited:

- Fines and penalties such as traffic violations, late finance charges, and interest payments
- Contributions or donations
- Vehicle or mortgage payment
- Refundable deposits
- Items or services for family members or friends
- Housing
- Entertainment
- Any other item that is not required for training or employment

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**SUPPORTIVE SERVICES FUNDING LIMITATIONS:**

*The WIB has established a maximum limit of \$1,000 per participant for Supportive Services within a single participation cycle. This limit represents the total combined cost of all Supportive Services provided to the participants. Any request to exceed the \$1,000 cap or to waive specific restrictions outlined in this directive must receive prior written approval from the WIB Executive Director or an authorized designee before any expenses are incurred.*

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**REQUIRED SUPPORTING DOCUMENTATION:**

*All Supportive Services must be thoroughly documented to demonstrate compliance with this policy and procedures. To fulfill the Supportive Services documentation requirement, the following must be completed:*

1. *A case note must clearly document that non-WIOA resources were explored prior to the provision of the service. The case note must describe the type of Supportive Services provided, the associated cost, the justification for the service, the date of service, and the outcome or impact of the service, when applicable.*
2. *Each Supportive Services request must be submitted to the designated supervisor and include the participant's name, date of service, vendor information, description of service, and justification for the need. Supporting documentation must include:*

- *A staff request case noted in the participant's file and a corresponding supervisor approval case note will serve as documentation verification for authorization.*
  - *Applicable activity codes entered in CalJOBS.*
  - *Case note verifying that non-WIOA funding sources were explored.*
  - *Supporting documentation uploaded to CalJOBS to validate participation in allowable WIOA activities. This may include training attendance records, job interview documentation, or mileage documentation showing travel to and from the destination.*
  - *Case notes to confirm the Supportive Services provided.*
  - *Participant's signature on the receipt and/or reimbursement check, when applicable, to validate services received. All documentation must be clearly labeled "Supportive Services" and uploaded to the participant's file.*
3. *When issuing bus passes or tickets, fuel assistance, or rideshare assistance (including physical gift cards and digital gift cards), staff must obtain and retain documentation verifying issuance of Supportive Services. Documentation must be uploaded to the participant's file and include the participant's acknowledgment of receipt.*
- *For physical gift cards, staff must retain a copy of the front and back of the card.*
  - *For digital gift cards (eGift cards), staff must retain documentation verifying issuance, such as confirmation or receipt.*

***Fuel Assistance and Rideshare Assistance***

- *Issuance Verification: Documentation must be retained to verify issuance of the Supportive Service. Acceptable documentation includes receipts, screenshots, electronic confirmations, or copies of prepaid cards or vouchers, as applicable.*
- *Receipt Submission: Receipts must be submitted within fifteen (15) days of receiving Supportive Services and/or prior to the issuance of additional services.*

***Bus Passes or Tickets***

- *Proof of Payment: Documentation may include a receipt or screenshot from the transit provider showing the fare price.*

***Mileage Reimbursement***

- *A completed Participant Mileage Reimbursement Form must be used to document mileage for travel to and from approved WIOA-eligible activities. (Attachments A and B) Mileage reimbursement is calculated using the IRS standard mileage rate in effect at the time of travel.*
4. *Vehicle repair assistance requires verification of the following in the participant's name:*

- *Current and valid vehicle registration*
  - *Proof of insurance*
  - *Valid driver's license*
  - *Vendor's repair estimate*
  - *Invoice paid to the vendor*
5. *Utility assistance requires an itemized utility bill, with the service address matching the address on the WIOA application, which must be uploaded to the participant's file. Supportive Services for utilities will be paid directly to the utility vendor. Proof of payment must be retained in the participant's file. A referral to utility assistance programs must be made prior to submitting a request for services.*
  6. *Driver's license assistance requires a copy of the new/renewed driver's license and a copy of the invoice paid to the vendor.*

***Misuse of Supportive Services***

***If it is determined that a participant has misused Supportive Services, including but not limited to the unauthorized use of prepaid cards, failure to submit required receipts, or use of services for non-program-related purposes, future Supportive Services may be restricted or denied for the remainder of the participation cycle. All instances of misuse must be documented in the participant's case file and addressed in accordance with local monitoring and fiscal policies.***

**ACTION:**

Bring this Directive to the attention of all the WIB Subrecipients and WIB staff.

**INQUIRIES:**

Please direct inquiries regarding this Directive to the WIB at (559) 713-5200.



Jennie Bautista (Mar 11, 2026 16:53:05 PDT)

Jennie C. Bautista  
Executive Director

APPROVED BY  
WORKFORCE INVESTMENT BOARD  
MINUTES OF 03-11-2026

**ATTACHMENTS:**

- Attachment A (Participant Mileage Reimbursement Form – Employment Connection)
- Attachment B (Participant Mileage Reimbursement Form – youth@work)
- Attachment C (Summary of Comments)

The Workforce Investment Board of Tulare County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



**Workforce Investment Board of Tulare County  
Supportive Services  
Participant Mileage Reimbursement Form**

Location	Grant	Amount

\_\_\_\_\_  
First Name:

\_\_\_\_\_  
Last Name:

\_\_\_\_\_  
CalJOBS State ID:

*The participant must complete and sign this form to document mileage for approved WIOA-eligible activities. Mileage is calculated using the IRS standard mileage rate in effect at the time of travel. Staff will upload the completed form to CalJOBS and submit a reimbursement request.*

DATE	START LOCATION	END LOCATION	TOTAL MILES	DESCRIPTION OF TRIP
<b>Total:</b>				

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Staff Name: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Staff  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Participants using a personal vehicle will be reimbursed at a rate of \_\_\_\_\_ cents per mile.**



**Workforce Investment Board of Tulare County  
Supportive Services  
Participant Mileage Reimbursement Form**

Location	Grant	Amount
		\$

\_\_\_\_\_  
First Name:

\_\_\_\_\_  
Last Name:

\_\_\_\_\_  
CalJOBS State ID:

*The participant must complete and sign this form to document mileage for approved WIOA-eligible activities. Mileage is calculated using the IRS standard mileage rate in effect at the time of travel. Staff will upload the completed form to CalJOBS and request reimbursement.*

DATE	START LOCATION	END LOCATION	TOTAL MILES	DESCRIPTION OF TRIP
<b>Total:</b>				

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Staff Name: \_\_\_\_\_

Date: \_\_\_\_\_

Authorized Staff  
Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Participants using a personal vehicle will be reimbursed at a rate of \_\_\_\_\_ cents per mile.**

# SUMMARY OF COMMENTS

## *TUL 26-01 Local Policy: Supportive Services Policy*

There were seven comments to the draft version of this Directive:

**Comment #1**– The directive states that supportive services must be reasonable; however, it does not provide sufficient guidance for selecting between multiple acceptable items with varying price points or ensuring consistent supervisory approval decisions.

When multiple items meet minimum training or employment requirements, clarification is requested regarding:

- Whether staff should select the lowest cost item that meets the minimum requirement, unless a higher cost option is justified and documented as necessary;
- What documentation is required when a higher-cost item is approved; and
- What criteria supervisors should use to evaluate cost reasonableness and promote consistent approval decisions across subrecipients.

For example, participants in nursing programs may purchase stethoscopes ranging from approximately \$30 to \$500. If the training program does not require the higher-cost model for successful participation, additional guidance would support consistent interpretation of “reasonable cost”

**Resolution**– The Directive establishes that all Supportive Services must be allowable, reasonable, necessary, directly related to participation in approved WIOA activities, and supported by documented financial need. Subrecipients are responsible for assessing each participant’s individual circumstances and documenting justification for the selected item in the participant’s case file. Supervisory review and approval prior to expenditure ensure that standards of reasonableness and necessity are applied consistently. The Directive does not outline specific price thresholds or require selection of the lowest-cost item but relies on documentation and oversight to support appropriate decision-making based on individual participant circumstances.

**Comment #2**– The policy establishes a \$1,000 per-participant cap but does not address situations where a single item represents a significant portion of that limit. Should additional review or justification be required in these cases?

**Resolution**– The Directive establishes a \$1,000 maximum cap per participant per participation. It does not set limits on individual supportive service items within that cap. All services must meet the standards of allowability, reasonableness, necessity, and required documentation, and any request exceeding the cap requires prior written approval from the WIB Executive Director or designee.

**Comment #3**– The Directive requiring the supervisor to enter a separate case note that duplicates the information already documented in the career coach’s request case note appears unnecessary and redundant. Please consider the current process already in place as sufficient documentation without requiring duplicate entries.

# SUMMARY OF COMMENTS

## *TUL 26-01 Local Policy: Supportive Services Policy*

**Resolution–** The Directive establishes documentation requirements to ensure clear separation between the request and authorization of Supportive Services. Subrecipients may maintain additional internal approval procedures; however, the supervisor must document authorization of the specific service, approved amount, and vendor in CalJOBS prior to expenditure. The Directive does not prescribe internal workflow processes but requires sufficient documentation to demonstrate supervisory approval and oversight.

**Comment #4–** Page 7 mentions that non-allowable supportive services include late finance charges, does this also include the late fees for Utility Bills and DMV renewals?

**Resolution–** Yes. The Directive on page 7 identifies fines and penalties, including late finance charges and interest payments, as non-allowable supportive services. Late fees associated with utility bills or DMV renewals are considered penalties and are therefore not allowable under this policy. While driver license and utility bills are an allowable service supportive services (e.g., utility bill or driver’s license renewal fees) can be supported when it meets eligibility and documentation requirements, any associated late fees or penalty charges are not eligible for reimbursement.

**Comments #5-** The directive establishes a \$1,000 Supportive Services limit per participant with a single participation cycle; however, the term “single participation cycle” is not defined (Page 7). Can clarification be provided regarding how a participation cycle is determined, such as enrollment period, program year, exit and re-enrollment?

**Resolution–** For purposes of this Directive, a participation cycle begins when an individual is actively enrolled and participating in WIOA career and/or training services, as outlined in the eligibility requirements. The cycle concludes upon the participant’s official exit from the program. For WIOA Youth participants, supportive services may continue for up to twelve (12) months following exit, as permitted under the Directive; however, these services remain part of the same participation cycle and are subject to the \$1,000 cap.

**Comment #6-** The directive requires documentation showing that alternative non-WIOA resources were explored prior to authorizing Supportive Services; however, it does not define a minimum standard or threshold (Pages 3-4). Can clarification be provided as to whether a specific number or type of alternative resources must be documented, or whether this determination is left to staff discretion based on participant circumstances?

**Resolution–** The Directive requires that Supportive Services be provided only after alternative community non-WIOA resources have been explored and documented in the participant’s case file. It does not establish a minimum number or specific type of resources that must be contacted, as determinations are made based on the participant’s individual circumstances and the nature of the need. Staff are responsible for documenting reasonable efforts to identify

# SUMMARY OF COMMENTS

## *TUL 26-01 Local Policy: Supportive Services Policy*

available resources and the outcome of those efforts prior to authorization. Supervisory review ensures that the funds-of-last-resort standard is applied consistently.

**Comment #7-** The directive lists certification and license fees as allowable but does not distinguish between required exams and optional or practice testing (Page 7). Please clarify whether testing fees must be required for employment or training participation to be allowable.

**Resolution-**The Directive specifies that certification and license fees may be supported only when they are a condition of employment, required for training participation, or necessary for interviewing for a position. As outlined on page 6 under Employment-Related Services and Training-Related Expenses, certification and license fees qualify as allowable costs when they are required to obtain or retain employment or are necessary for participation in education or training not otherwise covered by the employer or training provider. Examination or testing fees are allowable only when they are directly tied to employment or training participation.

# Board Approved Directive TUL 26-01 Local Policy - Supportive Services Policy

Final Audit Report

2026-03-11

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