



## POLICY MANUAL

No. WDB 4

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**POLICY:** SUPPORTIVE SERVICES POLICY FOR  
ADULT AND DISLOCATED WORKERS

**APPROVED**

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Chair, Workforce Development Board

### **INTRODUCTION**

Under the Workforce Innovation and Opportunity Act (WIOA), local workforce development boards, in consultation with the America's Job Center of California (AJCC) system partners, and other community services providers, must develop a policy regarding supportive services for adult and dislocated workers. This policy will ensure resource and service coordination, and address procedures for referrals to such services, including how such services will be funded.

### **BACKGROUND**

The term "Supportive Services" means services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under the WIOA.

Supportive Services may only be provided to individuals who are participating in WIOA career or training services. Additionally, Supportive Services may only be provided when a participant is unable to obtain Supportive Services through other programs providing such services.

### **REFERENCES**

- Title 20 Code of Federal Regulations Part 680.900, 680.910, and 680.920
- WIOA Sections 3(59) and 134(d)(2)
- San Bernardino County Workforce Development Department Program Guide

### **POLICY**

1. Supportive Services must enable adults and dislocated workers to participate in WIOA activities.
2. Participant need will be evaluated and consideration will be given to the availability of Supportive Services from all AJCC system partners.
3. Participants will be referred to system partners for Supportive Services using the San Bernardino County AJCC System Partner referral form when such services are available. The partner referral process is outlined in the WDD Program Guide.
4. When Supportive Services are to be issued by WDD, the amount of Supportive Services provided will be determined based on the participant's need and the availability of funding.