



## Supportive Services

Department: San Francisco Office of Economic & Workforce Development

Effective Date: January 10, 2025

Directive # WDD 24-05

Supersedes: 20-32

### PURPOSE

This policy establishes guidelines for providing supportive services to program participants utilizing funds from the San Francisco Office of Economic and Workforce Development (OEWD). Supportive services are determined through an individual assessment and contingent upon the availability of funds as outlined in program service contracts. These services are designed to provide participants with the resources necessary to enable their participation in career and training services.

### REFERENCES

- [Workforce Innovation and Opportunity Act \(WIOA\), Sections 3\(59\), 129\(c\)\(2\)\(G\), 134\(d\)\(2\) and \(3\)](#)
- Code of Federal Regulations (CFR) Title 20, [680.330](#), [680-900](#), [680.910](#), [680.920](#), [681.570](#), [681.580](#)
- Training and Employment Guidance Letters (TEGL) [19-16, Section 14](#) & [21-16, Section 7](#)
- [City and County of San Francisco \(CCSF\), Office of the Controller Accounting Policies and Procedures](#)
- [California Employment Development Department Workforce Services Directives \(WSD\) 24-05](#)

### POLICY

Supportive services are determined through an individual assessment and contingent upon the availability of funds as outlined in program service contracts. These services are designed to equip participants with the resources necessary to engage in OEWD-funded programs and activities, supporting their efforts to secure and sustain employment upon program completion.

Supportive services may only be provided to individuals who are:

1. Participating in OEWD funded career or training services, **AND**
2. Are unable to obtain supportive services through other programs providing such services.



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### **General Supportive Services Provisions**

In accordance with WIOA, OEWD has set the following limitations on the provision of supportive services. These guidelines also apply to non-WIOA funded Supportive Services.

- The maximum amount of Supportive Services fund is capped at \$1,000.00 annually per eligible participant, contingent upon the availability of funding from OEWD's service provider grant. "Annually" is defined as a 365-day starting from the approval date of the Supportive Services request.
- Supportive Services payments are made directly from OEWD to the OEWD service providers, and no payments will be made directly to the participant. Payments are based on the invoice and/or receipt submitted along with the OEWD Supportive Services Payments Determination/Certification Record form.

Supportive Services should be provided based on the individual needs of participants and the availability of funding. Due to funding limitations, OEWD service providers should evaluate their budget before requesting supportive services. Payments for Supportive Services may be approved on a case-by-case basis, but only when deemed necessary and reasonable.

WIOA Supportive Services funding should be considered a last resort, after all other funding sources have been explored. If a non-WIOA program can provide the needed Supportive Service, a referral should be made accordingly. However, if no alternative resources are available, WIOA-funded Supportive Services may be provided, but only if necessary for eligible individuals to participate in WIOA-funded workforce programs and activities.

To access supportive services, OEWD service providers must have policies and procedures in place that address the following elements:

- Service provider staff are knowledgeable of other support resource entities that are accessible within the local area.
- Supportive Services provided are allowable, necessary, and reasonable for the individual to participate in OEWD workforce-funded programs and activities.



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Supersedes: 20-32

- Coordination and referral processes with other service providing entities are in place to prevent the duplication of services.
- Supportive Services cannot be provided as stand-alone services and can only be provided in support of OEWD-funded workforce programs and activities.
- Supportive Services must be documented using the OEWD Supportive Services Payments Determination/Certification Record form, maintained with the IEP/ISS in each participant's file, or case notes. This form is available on the OEWD Directives, Policies, and Procedures website.
- Participants may be eligible for Supportive Services only while enrolled and actively engaged in OEWD workforce-funded programs and activities.

### **Eligible Categories of Supportive Services**

Allowable Supportive Services may include, but are not limited to:

- Linkages to community services.
- Assistance with transportation.
- Assistance with childcare and dependent care.
- Assistance with housing.
- Assistance with educational testing.
- Reasonable accommodations for individuals with disabilities.
- Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes.
- Payments and fees for employment and training-related applications, tests and certifications.

Due to budget limitations, needs-related payments, legal aid services, and healthcare referrals are not permitted as supportive services under OEWD funding.



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Supportive services not listed in the recognized categories above may be provided to OEWD participants if they are deemed reasonable and necessary to complete training or to secure and maintain permanent employment.

Unallowable costs include, but are not limited to the following:

- Interest on borrowing
- Deposits (including housing deposits)
- Fines, penalties and bad debt expenses
- Payment for goods/services incurred or received prior to participant enrollment in WIOA
- Certain legal fees
- Payments for real or personal property that bears title

OEWD may request further information or deny payment for supportive services if the request is deemed questionable. Receipts or invoices must provide enough detail to confirm that the charges do not include any unallowable items.

Supportive services are not permitted after program exit or during the follow-up period for WIOA Adult and Dislocated Worker programs. However, WIOA Youth participants may receive supportive services post-exit, provided the services are documented in the Individual Service Strategy (ISS) with adequate justification of need.

Participation in or eligibility for an OEWD workforce-funded program does not guarantee entitlement to supportive services. Additionally, nothing in this Directive should be interpreted as granting a customer the right to take legal action to receive services outlined in their objective assessment, case notes, or ISS/IEP.

### **Required Documentation**

When utilizing a non-WIOA program for Supportive Services, service providers are required to document this action as a case note in the participant's file.

To request payment for Supportive Services, OEWD service providers must collaborate with their participants to complete the OEWD Supportive Services Payments



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& Workforce Development

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Determination/Certification Record form and submit the necessary supporting documentation for the requested amount. At a minimum, this documentation must include:

- Justification for the need of Supportive Services.
- A description and amount of the Supportive Services (which may include training attendance records, documentation of miles traveled, receipts, etc.).
- An itemized and dated invoice or receipt confirming payment for the Supportive Services.
- An electronic or wet signature from the OEWD service provider's case manager or an OEWD-authorized representative is required on the OEWD Supportive Services Payments Determination/Certification Record form when requesting Supportive Services. Additionally, an electronic or wet signature from the participant is required on the same form when receiving the payment.

When a request for Supportive Services is made, service providers are required to enter the corresponding activity code in WorkforceCentral (WFC) for record-keeping purposes. The appropriate activity code should be referenced in the CalJOBS [Activity Code Dictionary](#) issued with [WSD 24-05](#). Service providers should contact their assigned OEWD Program Specialist for any questions related to activity codes.

### INQUIRIES

Inquiries should be addressed to the OEWD Director of Workforce Strategy at (628) 652-8400 or email [workforce.development@sfgov.org](mailto:workforce.development@sfgov.org).

*OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.*