



**GOVERNING BOARD**

**LARRY CARR**  
Councilmember  
City of Sacramento

**PATRICK KENNEDY**  
Board of Supervisors  
County of Sacramento

**DON NOTTOLI**  
Board of Supervisors  
County of Sacramento

**SOPHIA SCHERMAN**  
Public Representative

**JAY SCHENIRER**  
Councilmember  
City of Sacramento

---

**KATHY KOSSICK**  
Executive Director

925 Del Paso Blvd., Suite 100  
Sacramento, CA 95815

Main Office  
(916) 263-3800

Head Start  
(916) 263-3804

Website: <http://www.seta.net>

Date: February 27, 2020  
To: Program Managers, SETA-Funded Youth Service Providers  
From: Kathy Kossick, SETA Executive Director  
RE: Supportive Services

**WIOA Directive WDD #19-10**

**Purpose**

Supportive services are available to WIOA Title 1 Youth programs. Supportive services are one of the 14 elements that must be made available to youth. Supportive services may only be provided to youth when they are necessary to enable individuals to participate in services and are tied to a specific service. Such needs are typically identified through the assessment process and outlined in the Individual Service Strategy (ISS). All barriers reflected on the ISS must be addressed and documented in the CalJOBS system. Supportive services are payments made to or on behalf of eligible youth enrolled in the WIOA Title 1 Youth programs for one-time or temporary services required to support the Individual’s Service Plan. WIOA Title I will only pay for expenses incurred while a youth is enrolled in the program and actively participating in activities authorized under WIOA. Supportive services are not allowed after youth are exited from the program and in follow-up.

The total amount of supportive services available is based on the Subgrantees’ budget. Supportive services for the Title 1 Youth program refers to services such as; transportation, clothing/tools, academic books, educational testing, utilities, medical, child/dependent care, and incentives. Supportive services may be provided to youth based on specific need as determined allowable and appropriate by the program provider.

**Supportive Services**

Supportive services funding must be budgeted annually by the Subgrantee. Subgrantees must include the supportive service(s) spent on individuals enrolled in the WIOA Youth program as part of their regular monthly fiscal report/invoice. Specific amount of payments of supportive services will be made directly to the provider of the supportive services. All gift cards, bus passes, and cash, must be locked in a safe and secure location.

### **Documentation**

All supportive services must be documented in the CalJOBS system and in the youth's case file. When providing a scrip card for supportive services (Target, Walmart, gas gift and grocery stores) a signed/dated receipt must be collected from the youth. The original receipt is given to the Subgrantee's Fiscal Department and a copy is signed/dated, scanned into CalJOBS and put into the youth's case file. The appropriate activity code and case note must be entered into the CalJOBS system. The activity code must be opened and closed the same day. When providing bus passes to a youth, the Subgrantee must make copies of the bus passes and the youth must sign/date the copy. Copies go into the youth's case file.

### **Incentive**

Youth enrolled in the WIOA program may receive an incentive for reaching the identified benchmarks during the program. The Subgrantee must provide written documentation stating the youth will receive an incentive for accomplishing a pre-determined benchmark set forth by the Case Manager and the youth. When the youth achieves the benchmark, the agreed upon incentive is provided to the youth, the activity code is open/closed the same day, and the case note is written documenting the services provided to the youth. Examples of a benchmark include but are not limited to:

- Youth is determined basic skills deficient at time of eligibility. Youth will need 20 hours of tutoring before post-testing. Youth could receive a \$25.00 gift card for every 10 hours of tutoring.
- Youth is basic skills deficient and goes up one educational functioning level
- Attending certain number of workshops
- Youth raising their GPA and/or grade levels
- Youth graduating high school, passing the High School Equivalency or HiSET, or obtaining a GED
- Youth gains or retains employment.

While incentive payments are allowable under WIOA, the incentives must be in compliance with the Cost Principles in 2 CFR part 200. Entertainment such as movies or sporting events or other venues whose sole purpose is entertainment are not allowed to be used as an incentive.

### **Educational Testing**

Subgrantees who have youth enrolled in an educational program that need to take a high school equivalency test (GED or HiSET) can request vouchers from SETA to pay for the testing (See Attachment A). The Subgrantee needs to open activity codes 418-Adult Education (GED) and 490-Supportive Service-Educational Testing in the CalJOBS system in order to receive a voucher for the youth.

**Attached is a chart that lists common types of supportive services along with required documentation.**

**SUPPORTIVE SERVICE CATEGORIES, TYPE AND DOCUMENTATION REQUIREMENT GUIDE**

Services Type	Supportive Services Vendor	Required Documentation
Bus Passes	Regional Transit	<ul style="list-style-type: none"> <li>• Copy of bus passes given signed and dated by youth</li> <li>• Activity code 481-SS: Transportation Assistance opened/closed same day, including multiple bus passes.</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Copy in case file</li> <li>• Must be locked in a safe and secure location</li> </ul>
Gas Cards	Gas stations	<ul style="list-style-type: none"> <li>• Copy of receipt signed and dated by youth</li> <li>• Activity code 481-SS: Transportation Assistance opened/closed same day</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Receipt scanned into the CalJOBS system</li> <li>• Copy in case file</li> <li>• Must be locked in a safe and secure location</li> </ul>
Food	Grocery stores	<ul style="list-style-type: none"> <li>• Copy of receipt signed and dated by youth</li> <li>• Activity code 485-SS: Other opened/closed same day</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Receipt scanned into the CalJOBS system</li> <li>• Copy in case file</li> </ul>
Tools	Target, Walmart, Home Depot etc.	<ul style="list-style-type: none"> <li>• Copy of receipt signed and dated by youth</li> <li>• Activity code 487-SS: Tools/Clothing opened/closed same day</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Receipt scanned into the CalJOBS system</li> <li>• Copy in case file</li> </ul>
Clothing	Retail stores	<ul style="list-style-type: none"> <li>• Copy of receipt signed and dated by youth</li> <li>• Activity code 487-SS: Tools/Clothing opened/closed same day</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Receipt scanned into the CalJOBS system</li> <li>• Copy in case file</li> </ul>
Educational Testing Payment	GED and HiSET Vouchers	<ul style="list-style-type: none"> <li>• Copy of receipt signed and dated by youth</li> <li>• Activity code 418-Adult Education and 490-SS: Educational Testing</li> <li>• Service is case noted in the CalJOBS system using same date as activity code.</li> <li>• Voucher scanned into the CalJOBS system</li> <li>• Copy in case file</li> </ul>

Please direct any questions or concerns regarding this policy and procedure to:  
Terri Carpenter – [Terri.Carpenter@seta.net](mailto:Terri.Carpenter@seta.net) – 916-263-7891  
Josh Woodson – [Joshua.Woodson@seta.net](mailto:Joshua.Woodson@seta.net) – 916-263-3864

## LINKS:

[https://wdr.doleta.gov/directives/attach/TEGL/TEGL\\_21-16.pdf](https://wdr.doleta.gov/directives/attach/TEGL/TEGL_21-16.pdf)

[https://www.govregs.com/regulations/title20\\_chapterV\\_part681\\_subpartC\\_section681.570](https://www.govregs.com/regulations/title20_chapterV_part681_subpartC_section681.570)

<https://www.congress.gov/bill/113th-congress/house-bill/803>

[https://www.edd.ca.gov/Jobs\\_and\\_Training/pubs/wsd17-07.pdf](https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd17-07.pdf)

<https://www.seta.net/app/uploads/2019/11/ATTACHMENT-A-%E2%80%93-GEDHiSET-Voucher-Request-Procedure.docx>

<https://www.seta.net/app/uploads/2019/11/ATTACHMENT-B-%E2%80%93-GED-Testing-Voucher-Request-Form.doc>

<https://www.seta.net/app/uploads/2019/11/ATTACHMENT-C-%E2%80%93-HiSET-Testing-Referral-Form.xlsx>

## **GED/HiSET Voucher Request Procedure:**

Attachment A

### **GED Voucher Request Form**

- 1) Provider must complete:
  - A. Top section: Youth Information, Grant, Provider Information
  - B. Select the content area - Math, Language Arts, Science or Social Studies
  - C. Enter the date in which provider requested the voucher code in the "Request Date" section
- 2) SETA staff will enter the Distribution Date, Voucher Code and Voucher Expiration Date
- 3) Email the Voucher Request form to [Rachel.Sattel@seta.net](mailto:Rachel.Sattel@seta.net)
- 4) Staff will verify enrollment into CalJOBS and the appropriate activity codes are opened for that customer. Once enrollment is verified, staff will assign a GED voucher code and email provider the code.

### **GED Retake Voucher Requests**

- 1) To request a retake voucher, providers will email the student's full name, last 4 SSN, and the content area for the retake voucher to [Rachel.Sattel@seta.net](mailto:Rachel.Sattel@seta.net)
- 2) SETA staff will email retake voucher code to the provider.
- 3) The test can be retaken 3 times with no restrictions. If the test taker does not pass after three attempts, they must wait 60 days to retake the test.

### **GED Ready Requests**

- 1) To request a GED Ready voucher (practice tests), providers will email [Rachel.Sattel@seta.net](mailto:Rachel.Sattel@seta.net) the request and state the number of vouchers needed. No student information is required.

## **HiSET Voucher Request Procedure:**

### **Provider Staff:**

1. Verify WIOA Enrollment in CalJOBS, activity code 418-Adult Education and 490-SS: Educational Testing and ensure the WIOA enrollment date precedes the date requesting HiSET testing.
2. Assist customers with registration for HiSET testing online at <http://www.hiset.ets.org> to obtain an ETS identification number (i.e. ETS ID #: SFM54991, which is required on the HiSET testing Referral Form.
3. Complete the HiSET Testing Referral Form and submit to one of the following:
  - Sacramento City – Charles A. Jones  
([Eileen.ramos-prince@seta.net](mailto:Eileen.ramos-prince@seta.net))
  - Folsom Cordova Adult School  
([ASirochman@fcusd.org](mailto:ASirochman@fcusd.org) and [PBoateng@theFCCP.org](mailto:PBoateng@theFCCP.org))
  - Elk Grove Adult and Community Education Center  
([gwandell@egusd.net](mailto:gwandell@egusd.net))

Note: HiSET testing requests must be made at least two days prior to testing

**Job Center Supervisor:**

1. Review submitted HiSET Testing Referral Form for completeness and accuracy, and verify WIOA enrollment in CalJOBS, activity code 418 - Adult Education and 490-SS - educational testing.
2. Once obligated, AJCC Supervisor sends an e-mail confirmation of the entry of HiSET testing fee obligation to the referring Youth Provider
3. Prepare and submit a monthly invoice to SETA's Fiscal Department requesting payment for HiSET testing provided to customers. Note: Fiscal will not reimburse on customers not reflected in a Job Center's HiSET obligation spreadsheet.