



M E M B E R S

WAYNE SPENCER
CHAIRPERSON

Dr. Anthony Taranto Billy C. Campbell
Bob Helfant Brenda Garvin Brian Raber
Carolyn Anderson David Fleck
David Noflin Deepak Chopra Dr. Dena Maloney Doug Marian Edward De Brito
Ellenmary Michel Elyse Beardsley Fran Fulton
G. Yvonne Mallory Gary Cook Glenn Grindstaff Glenn Mitchell Gregg McClain
Jane Templin Janine Hamner Jay Fowler Jeffrey R. Jennison Jesus Fernandez Joe Ahn
Josh Lafarga Kathy Wojno Kirk Rossberg
Dr. Lance Williams Lilian Haney
Linda Bradley Marc Little Michael Jackson
Mike Harriel Mitch Ponce Nick Spanpanato
Patricia Bennett Patricia Donaldson Raj Dhillon Roland Talton Rudy Rodriguez Ruthi Davis
Dr. Sandra G. Horwitz Sarah Gonzaga
Susie Yellowhorse-Jensen Tamala Lewis
Tod Sword Van Nguyen
Wanza Tolliver Dr. Willie Hagan

JAN VOGEL
EXECUTIVE DIRECTOR

DATE: April 13, 2017 (Up-dated)

TO: South Bay One-Stop Business & Career Centers Contractor

SUBJECT: Directive No. 16-09
WIOA Program Supportive Services Policy

PURPOSE:

This policy addresses the use of Workforce Innovation and Opportunity Act (WIOA) funds for supportive services to eligible participants enrolled in WIOA Adult, Dislocated Worker and Youth programs. Procedures include documentation requirements to show that the supportive service is allowable, reasonable and not otherwise available to the participant.

SCOPE:

This directive applies to all of South Bay One-Stop Business & Career Centers and subrecipients.

EFFECTIVE DATE:

This directive is effective on the date of approval by the Executive Committee.

REFERENCES:

WIOA Sections 3(59)
WIOA Sections 134(c)(2) and (3) and 134(c)(2)(A)(ix)
WIOA Section 129(c)(2)(G)
20CFR Sections 680.300 and 680.900
United States Department of Labor, Workforce Innovation and Opportunity Act; Final rule, 20CFR, Part 680, Subpart G, Support Services
20CFR Part 681, Subpart C, Youth Program Design, Elements, and Parameters

FILING INSTRUCTIONS:

This directive supersedes SBWIB Directive 05-04, Supportive Service Policy, dated September 16, 2005. This directive was revised November 29, 2018.

POLICY AND PROCEDURES:

All WIOA enrolled adults, dislocated workers and youth are eligible for supportive services as defined in WIOA Section 3(59); when the supportive service will assist the participant with reaching his/her employment and training goals. Supportive services are based on financial need and participants are not automatically entitled to supportive services.

Supportive services may only be provided to eligible WIOA participants who are participating in career or training services as defined in WIOA sec. 134(c)(2) and who are unable to obtain supportive services through other programs providing such services.

WIOA supportive services are limited and must be coordinated with other community resources. In every instance of providing supportive services, career services coordinators must ensure that no supportive services are provided, until local area programs (that generally provide the supportive service needed by the client) have been contacted. If a non-WIOA program is capable of providing the supportive service needed by the client, a referral will be made by the career services coordinator. However, if alternative resources cannot be found; then supportive services will be provided using WIOA funds if it is necessary to enable the eligible individual to participate in career and training services or other program activities under WIOA.

PROCEDURES:

Supportive services may be provided either in-kind or through cash assistance. In order to obtain payment for any supportive service, the career services coordinator must provide the appropriate documentation. Such documentation will include at a minimum the following:

1. Career services coordinators will determine a participant's need for supportive services as part of the comprehensive and on-going assessment.
2. The participant must prepare a personal budget verifying that he/she does not currently have the financial resources to obtain the service.
3. Career services coordinators will determine whether other community resources are available to cover necessary expenses and show evidence of referral to other resources, including, when feasible, outcomes of the referral. Coordination of resources must be documented in the Individual Employment Plan (IEP)/Individual Service Strategy (ISS).
4. Career services coordinators will submit the **South Bay One-Stop Business and Careers – Customer Request for Supportive Service Form** to the Career Centers Manager for approval. The form attached to this directive is to be used and except for the One-Stop logo is not to be changed or modified without the SBWIB, Inc., Compliance Manager review and approval.
5. Career services coordinators must maintain a supportive service tracking log preferably located in the participant's file that tracks the date of the service, type of service, amount of the service disbursed to the participant and a current total of supportive services spent-to-date.
6. Career services coordinators will enter on the IEP/ISS and or case notes the date of when all supportive services was provided.

REQUIRED DOCUMENTATION

A. Participant File or Management Information System (MIS)

Career services coordinators are required to maintain documentation sufficient to satisfy the requirement of this policy. At a minimum this includes:

1. **The Notification of South Bay One-Stop Business & Career Center Supportive Services form** which is attached to this directive and must be signed by the participant and the career services coordinator and placed in the participant 's file.
2. A complete and current participant personal budget verifying the participant does not have the financial resources to obtain the services (see attached sample Client Budget Worksheet for use or complete the budget in full detail contained in the participant's IEP/ISS);
3. Case notes documenting non-WIOA resources explored prior to the provision of each supportive services, justification for the supportive services, date of the service, cost of the service and outcome of the service, if applicable;
4. Documentation of to support mileage reimbursement must be recorded, signed and collected from each participant and placed in the participant file of anyone that received reimbursement.
5. The **South Bay One-Stop Business and Careers – Customer Request for Supportive Service Form** and a cumulative and up-to-date supportive services tracking log that tracks the date of the service, type of service and amount of the service disbursed to the participant.

B. Process of Documenting Needs and Coordination of Resources

Consideration of community resources – Before providing supportive services to any customer the One-Stop staff must consider what other community resources are available to provide these same supportive services. At a minimum, the career services coordinator must be aware of all support services offered by One-Stop Partner's Resources.

Coordination of resources must be documented in the Individual Employment Plan/Individual Service Strategy. The plan should address:

1. Which supportive services are need and why.
2. What was done to look for community resources to provide some of the needed services and whether referrals were used.
3. Career service coordinators must periodically review supportive service payments to customers.

Coordination and Referral:

The Career services coordinator must document the efforts made to contact and coordinate with the available partners and, if applicable, the inability of such partners to provide needed supportive service.

C. Fiscal Documentation

1. A written supportive services request the participant's name, CalJOBs application number **or other customer ID number**, date of service, vendor's name, justification for the service, evidence other than non-WIOA resources were explored, and the participant and agency authorized signatures.
2. For bus passes, or gift cards, a copy of the front and back of the card or **signed supportive services log signed by the participant and or** career services coordinator signatures are required.
3. For rental assistance, a copy of the current rental or lease agreement in the participant's name, with signatures from participant and landlord.
4. For assistance with car repair, a *gas card or **mileage reimbursement, a copy of the vehicle registration, registered in the participant's or family member's name; a copy of participant's current vehicle insurance card; a copy of participant's valid driver's license; and a copy of the printed estimate for repairs from the vendor. Need should be based on:
 - Other available transportation, bus, car pool, etc.;
 - Distance from work or training to residence; and
 - Current participant supportive services budget.

*Gas cards may be purchased and utilized; when applicable and appropriate, the amount reimbursed must be based on actual mileage.

**Transportation supportive services must be provided on actual mileage to and from work or training at the established federal rate. This reimbursement rate will be updated as the federal rates changes. Transportation costs can also include parking passes and tolls.

LIMITATIONS AND GUIDELINES

The following guidelines are provided to assist in administering supportive services:

Supportive services may be provided to adults and dislocated Workers for up to one year after the date of exit from the WIOA program, provided the individual is employed, the service is necessary to retain employment, and there is a financial need documented in the participant file.

Supportive services may be provided to individuals enrolled in the youth program for up to one year after the date of exit from the WIOA program, provided the service is necessary to retain employment or continue in post-exit education/training program, and there is a financial need documented in the participant file.

Supportive services cannot be expended before a customer is registered and may be provided as a follow-up service for up to 12 months after exit.

Supportive services cannot be used to pay customer's fines or penalties, legal fees, union dues (union initiation fees are allowable), purchase of goods or services illegal under any federal, state, local, or municipal law or statute, pet

food, or used towards the purchase or improvement of an asset (car payment, mortgage etc.).

Cost Limitations:

The cost reimbursement or direct payment to participants for supportive services shall be the actual costs incurred up to the maximum amount allowed. The exception to this is a needs related payment. Costs for supportive services must be reasonable and competitively priced. An effort must be made by the career services coordinator to make this determination. The cost limitation includes all supportive services provided during the participant's enrollment and those supportive services provided to the client as part of follow-up after exit.

Cost Considerations:

The cost of supportive services must be both reasonable and competitive in price. When multiple options are available for receiving supportive services, documentation must show a reasonable effort was made to determine and choose the lowest, competitively priced service available. The exception to this is a needs related payment.

Approval to Exceed Limitation:

The SBWIB, Inc. CEO will establish appropriate limits for all supportive services, which are subject to Board review and approval.

The supportive services limit for each registered WIOA adult and dislocated worker is up to \$1, 400 and for each registered youth up to \$900.00 for the duration of the participant's enrollment in the WIOA program, including follow-up.

In some instances, there may be a need to exceed the limitations specified by this policy. In such cases, the SBWIB, Inc. Chief Executive Officer (CEO) may approve actions to exceed established limitations.

Request to exceed limitations will be forwarded to the SBWIB, Inc.'s CEO for approval and will include:

- Client Name and last 4 digits of the Social Security Number, and
- Identification of the additional supportive services needed and approximate cost and;
- Justification for request, including documentation of need and the activity it supports, and;
- Current client activity status, and
- Documentation of previous funds expended.

It is not feasible for this policy and corresponding chart to describe all potential supportive services that may be delivered in the South Bay Workforce

Development Area. If a staff member encounters a situation requiring supportive service and the service is not addressed in this policy, the career services coordinator should request that the career service manager submit a letter following the steps described above to request approval from the SBWIB, Inc. CEO.

Right to Reduce or Eliminate Supportive Services

The SBWIB, Inc. which is the fiscal agent for the South Bay Workforce Development Area reserves the right to reduce or eliminate WIOA-funded supportive services in the event funding is reduced or other budgetary constraints exist. In such circumstances, the SBWIB, Inc. would work with the one-stop centers to determine equitable measures to effect the reduction or elimination, including sufficient prior notice to customers. In no event would a reduction or elimination of WIOA-funded supportive services be retroactive.

Supportive Services:

Means services such as transportation, child care, dependent care, housing and need related payments that are necessary to enable an individual to participate in activities authorized under WIOA. (WIOA Section 3(59))

Supportive Services for – Adults and Dislocated Workers

The amount of supportive services per adult/dislocated worker participant is \$1,400.00 annually. Annually is defined as 365 days from when they request and are awarded the supportive services.

Supportive services for adults and dislocated workers may be provided when they are necessary to enable individuals to participate in career services or training activities. This includes provision of information relating to availability of supportive services.

The following list provides examples of supportive services and is not intended to be an exhaustive or exclusive list of allowable services:

- Linkage to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing and food
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to health care
- Assistance with uniforms or other appropriate work attire, hygiene and haircuts, and work related tools, including such items as glasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and

- Payments and fees for employment and training-related applications, test, and certifications.

CALJOBS ACTIVITY CODES

The attached activity codes shall be utilized in CalJOBS when a Supportive Service payment is made on behalf of a participant. See Attachment A, CALJOBS Activity Codes.

Supportive Services for Youth

The total amount of support services per eligible youth must not exceed \$900.00 annually. Annually is defined as 365 days from when they request and are awarded the supportive service(s). Supportive services for youth, as defined in WIOA sec. 3(59), are services that enable an individual to participate in WIOA activities.

For Youth, supportive services is one of the fourteen program elements required by WIOA in order to support the attainment of a secondary school diploma or its recognized equivalent, entry into post-secondary education, and career readiness for the participant.

In relation to youth participants, supportive services include but are not limited to the following:

- Linkage to community services;
- Assistance with transportation;
- Assistance with child care and dependent care;
- Assistance with housing and food
- Assistance with educational testing;
- Reasonable accommodations for individuals with disabilities;
- Legal aid services;
- Referrals to health care
- Assistance with uniforms or other appropriate work attire, hygiene and haircuts, and work related tools, including such items as glasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- Payments and fees for employment and training-related applications, test, and certifications.

Linkage to community services includes, but are not limited to, free legal aid to help with the expungement of criminal records, securing government identification, and linkage to organization that provide youth the opportunity to develop their leadership skills through services to their respective communities.

Supportive services may be provided to youth based on specific need as determined allowable and appropriate by the Career Services Coordinator. Participant case notes

must document the form of supportive services provided and the date of issuance. The career services coordinator must maintain accurate documentation of all supportive services provided to participants.

Stipends can be offered in lieu of wages, or offered concurrently for classroom training that complements a work experience. A stipend is usually a set amount given for participation/completion of an activity.

Incentives may be provided to youth upon completion of activities tied to goals identified in the Individual Service Strategy (ISS). Incentives in the form of department store gift cards, gas cards, etc. may be provided to those youth who successfully benchmark from one (1) significant activity to another. Programmatic progress as such shall be measured and evaluated by the career services coordinator during the tenure of the activity. Case note entries must document what form of incentive was used and the date of issuance.

Needs Related Payments (NRP)

Needs-related payments provide financial assistance to adults, dislocated workers, and youth for the purpose of enabling individuals to participate in training activities.

To be eligible, an adult participant must meet the following requirements:

- Be unemployed, and
- Not qualify for, or have ceased qualifying for, unemployment compensation; and
- Must be enrolled in a program of training services under Workforce Innovation and Opportunity Act section 134(c)(3); and
- Must be able to start training within a 30 day time frame.

Dislocated workers, to be eligible, must meet the following requirements:

- Be unemployed, and
 - Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Assistance (TAA); and
 - Be enrolled in a program of training under section 134(c)(3) of WIOA by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later by the end of the 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- Be unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA and be enrolled in a program of training services under WIOA section 134(c) (3).
- Must be enrolled in a program of training service under the Workforce Innovation and Opportunity Act section 134(c)(3); and
- Must be able to start that training within a thirty (30) day time frame.

- Have ceased to qualify for unemployment

Training Delay

Needs-related payments may be paid while a participant is waiting to start training classes provided the participant has been accepted in a training program that will begin within thirty (30) calendar days. Documentation for the extension should be kept in the participant's case file.

The Needs Related Payment (NRP) Form which is attached will be used for all NRP request.

ACTION:

Please bring this directive to the attention to all applicable One-Stop staff and subrecipients..

INQUIRES:

If you have any questions regarding this directive, please contact the Compliance Manager at (310) 970-7700.



Jan Vogel
Executive Director

Approved Executive Committee Meeting: May 10, 2017

Attachments

1. South Bay One-Stop Business & Career Centers-Client Budget Worksheet
2. Notification of South Bay One-Stop Business and Career Centers Supportive Services Form
3. South Bay One-Stop Business & Career Centers – Customer Request for Support Services Form
4. South Bay One-Stop Business & Career Centers – Needs Related Payments (NRP) Form
5. Summary of Comments

CALJOBS ACTIVITY CODES

Adults/Dislocated Workers

- 180 – Child/Dependent Care
- 181 - Transportation Assistance
- 182 - Medical Services
- 184 - Temporary Shelter
- 185 - Other
- 186 - Seminar/Workshop Allowance
- 187 - Job Search Allowance
- 188 - Tools/Clothing
- 189 - Housing Assistance
- 190 - Utilities
- 191 - Educational Testing

Youth

- 480 - Child/Dependent Care
- 481 - Transportation Assistance
- 482 - Medical Services
- 483 - Incentives/Bonus
- 485 - Other
- 486 - Counseling
- 487 - Tools/Clothing
- 488 - Housing Assistance
- 489 - Utilities
- 490 - Educational Testing

**South Bay One-Stop Business & Career Centers
Client Budget Worksheet**

Client, SS# (last 4): _____ Date: _____

Monthly Income	Amount
Wages Earned:	
TANF	
Food Stamps	
Social Security	
Retirement	
WIC	
Child Support	
Property Income	
Work Study	
Other	
Other	
Other	
TOTAL INCOME:	\$ -
TOTAL INCOME:	\$ -
TOTAL EXPENSES:	\$ -
BALANCE/DEFICIT:	\$ -

Monthly Fixed Expenses:	Amount
Rent/House Pmt:	
Car Payment(s)	
Insurance	
Medical/Dental	
Prescriptions	
Loan 1	
Loan 2	
Loan 3	
Credit Card 1	
Credit Card 2	
Credit Card 3	
Other	
Other	
Other	
Other	
TOTAL FIXED EXPENSES:	\$ -

Monthly Variable Expenses:	Amount
Food	
Clothing	
Transportation	
Child Care	
Entertainment	
Toiletries	
Medical/Dental	
Water	
Gas	
Trash	
Electric	
Telephone	
Other	
Other	
Other	
TOTAL VARIABLE EXPENSES:	\$ -

By signing below, I agree that the above information is true and accurate. I realize that falsification could lead to suspension of all assistance.

Client's Signature

Date

Case Manager's Signature

Date

NOTIFICATION OF SOUTH BAY ONE-STOP BUSINESS & CAREER CENTERS SUPPORTIVE SERVICES

Individuals registered in a Workforce Innovative Opportunity Act (WIOA) MAY be eligible to receive supportive services. Supportive services include but are not limited to the following:

- Transportation
- Childcare and dependent care
- Health Care
- Uniforms/ Tools
- Materials for individuals with disabilities
- Meals
- Temporary shelter
- Counseling
- Clothing

Supportive service enable individuals to participate in appropriate activities at a One-Stop Center in order to achieve economic self-sufficiency which may include participating in training, obtaining a job, keeping a job, and getting a better job. Supportive service will be provided **ONLY** when they are **ABSOLUTELY NECESSARY** for the individual to participate in a WIOA activity such as staff assisted job search, classroom training, and/or employment.

All Supportive service costs must be **NECESSARY, REASONABLE, and ALLOWABLE** in accordance with Federal, State, and local guidelines/standards. Examples of costs that are **NOT ALLOWABLE** include but are not limited to fines and penalties for failure to comply with Federal, State, and Local laws and regulations (including traffic tickets); bad debt expense; and interest charges.

One Stop Centers are required to seek non WIOA resources first before using WIOA funds for supportive services. Because supportive service resource and WIOA funds are limited and individuals eligible for these services may receive limited or no Supportive Services. Individuals who can afford to pay for Supportive Services with their own resources are expected to do so.

The One- Stop Center is composed of a collaboration of different partners, many of which offer supportive services, each with their own eligibility requirements. As result, participants may receive different supportive services depending upon their individual situation and their eligibility for other programs. In order to receive or be reimbursed for any supportive services, participants must follow the One Stop Center's procedures, including, but not limited to completing the appropriate forms, submitting the required documentation, and receiving approval from staff prior to expending any funds for Supportive Services.

I, _____ certify that I have been informed of the South Bay One-Stop Centers Supportive Services policy and procedures including how to request Supportive Services, that I have received a copy of this document, and that I understand that there is *no guarantee* that I will receive any Supportive Services because (1) I am not participating in a WIOA activity; (2) the Supportive Services I have requested not necessary, responsible or allowable; or (3) lack of funding.

PARTICIPANT SIGNATURE _____ DATE _____ / _____ / _____
STAFF SIGNATURE _____ DATE _____ / _____ / _____



Applicant Request for Support Services Form

Name of Applicant: _____	Date of Request: _____
Enrollment Date _____	Grant Code: _____
CalJOBS Application # _____	
Type of Support Services Requested:	
<input type="checkbox"/> Transportation - Bus Token(s) <input type="checkbox"/> Transportation - Bus Pass <input type="checkbox"/> Transportation - Gas Card <input type="checkbox"/> Clothing/Shoes <input type="checkbox"/> Uniforms <input type="checkbox"/> Tools <input type="checkbox"/> Test / License Fees <input type="checkbox"/> Other _____	
Is the Support Service necessary for the applicant to engage in a WIOA activity? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Type of service/activity: <input type="checkbox"/> Training <input type="checkbox"/> Job Search Other: _____	
Amount and/or duration of Support Service(s) requested:	
\$ _____	From: _____ To: _____
When is the Support Services needed: _____	
Is it necessary to use WIOA funds to pay for Support Services? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Is the cost for Support Service(s) reasonable? <input type="checkbox"/> Yes <input type="checkbox"/> No (Please explain if you are not using the lowest possible option)	
Is the requested Support Service(s) allowable? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Applicant Signature: _____	Date of Request: _____
Applicant Printed Name: _____	
Staff Signature: _____	Date Received: _____
Staff Printed Name: _____	
Support Service(s) Approved & Review Process	
Approved? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Approved By: _____	Date: _____
Printed Name: _____	
== Staff Use Only ==	

Disbursement Summary		Comments
Previous Balance	\$	
This Request	\$	
Cumulative Total	\$	

**SOUTH BAY ONE-STOP BUSINESS AND CAREERS
CUSTOMER REQUEST FOR SUPPORTIVE SERVICES
FORM**

Customer Name: _____

Date of Request: _____

CalJOBS Application #: _____

1. Vendor Name & FEIN: _____

2. Type of Supportive Service Requested: _____

3. Amount and or duration of Supportive Service requested: _____

4. When is the Supportive Service needed: _____

5. Is the Supportive Service necessary for the customer to engage in a WIA activity?

YES NO

6. Is it necessary to use WIOA funds to pay for the Supportive Service?

YES NO

Please explain including what non-WIOA resource were sought but were unavailable:

7. Is the cost of Supportive Service reasonable? Please explain if you not using the lowest cost option:

8. Is the requested Supportive Service

allowable? YES NO

CUSTOMER SINGNATURE: _____ **DATE:** ___ / ___ / ___

CUSTOMER PRINTED NAME: _____ **DATE:** ___ / ___ / ___

STAFF SIGNATURE: _____ **DATE:** ___ / ___ / ___

STAFF PRINTED NAME: _____ **DATE:** ___ / ___ / ___

SUPPORTIVE SERVICE (S) APPROVED & (REVIEW PROCESS) YES NO

COMMENTS: _____

REVIEWER'S SIGNATURE: _____

REVIEWER'S PRINT NAME: _____

**SOUTH BAY ONE- STOP BUSINESS AND CAREER CENTER
NEEDS RELATED PAYMENTS (NRP) FORM**

CUSTOMER NAME: _____ DATE OF REQUEST: ____/____/____
GRANT CODE: 201 301 501 OTHER: _____
NAME OF SCHOOL: _____

Documentation of Customer needs:

Non- WIOA resource explored:

How would unmet needs affect training?

Name of each child (only if requesting Child Care assistance):

I Understand that Needs Related Payments are available to me from the Department of Labor administered by the South Bay One-Stops IF FUNDS ARE AVAILABLE! I also understand these payment are based on my daily attendance and will be deducted a daily basis for each day I miss class. Allocated Needs Related Payments made shall not exceed the minimum wage multiplied by the number of hours I am in training. Furthermore, I understand I am obligated to reimburse the South Bay One Stops for Needs Related Payment funds provided to me for a stated period of time if I am terminated from the program prior to the period of time, for the portion not outlined on the form.

CUSTOMER SIGNATURE: _____ DATE: ____/____/____

CUSTOMER PRINTED NAME: _____

STAFF SIGNATURE: _____ DATE: ____/____/____

STAFF PRINTED NAME: _____

NEEDS RELATED PAYMENT CALCULATIONS

Recommended weekly NRP: _____

Estimated Number of Weeks to Receive NRP: _____

Estimated Total Amount of NRP to be Disbursed: _____

NRP State Date: ____/____/____

NRP Estimated Date: ____/____/____

NEEDS RELATED PAYMENTS APPROVED? YES NO

Comments:

REVIEWER SIGNATURE: _____ DATE: ____/____/____

REVIEWER PRINTED NAME: _____

SUMMARY OF COMMENTS
Draft Directive Supportive Services (SBWIB Directive 16-XX)

There was one comment received to the draft version of this directive.

Comment #1 - Does the personal budget have to be filled out for every supportive service request? Or just at enrollment.

Resolution – Client will fill out the Client Budget Summary only once and that is at time of the supportive service request.