

SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
26-06	October 1, 2026	CMD, FMD, GMD	1 of 11
SUBJECT: NFJP SUPPORTIVE SERVICES			

I. PURPOSE

The purpose of this directive is to establish policies and procedures for the San Joaquin County Employment and Economic Development Department (EEDD) staff regarding the provision of supportive services to eligible participants enrolled in the National Farmworker Jobs Program (NFJP).

Supportive services are intended to remove barriers that may prevent eligible migrant and seasonal farmworkers (MSFWs), including eligible MSFW youth and dependents, from participating in approved NFJP career services, training activities, work-based learning, and other allowable employment-related activities. These services are intended to support participants in obtaining or retaining unsubsidized employment, completing training, and achieving economic self-sufficiency.

This directive establishes standardized procedures for determining participant needs, authorizing services, processing payments, maintaining documentation, entering services into required reporting systems, and monitoring expenditures. All supportive services must be provided in accordance with the Workforce Innovation and Opportunity Act (WIOA), applicable federal regulations, U.S. Department of Labor (DOL) guidance, grant award requirements, and EEDD policies and procedures.

II. GENERAL INFORMATION

The NFJP is authorized under WIOA Section 167 and administered by the U.S. Department of Labor, Employment and Training Administration (ETA). The program provides career services, training, and other allowable services to eligible migrant and seasonal farm workers and their dependents to strengthen their ability to obtain or retain unsubsidized employment, stabilize employment, and achieve economic self-sufficiency.

This WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. This program is substantially funded by federal funding, for more information go to: www.sjcworknet.org/WIOAresources.asp

Under 20 CFR §§ 685.110 and 685.330, NFJP services are delivered through a customer-focused case-management approach and may include career services, training services, related assistance, and supportive services, including allowance payments.

Supportive services are services defined under WIOA Section 3(59) that are necessary to enable an individual to participate in authorized workforce activities. Depending on the participant's circumstances and applicable program requirements, supportive services may include transportation assistance, childcare or dependent care, housing assistance, assistance with educational testing, reasonable accommodations for individuals with disabilities, employment-related expenses, training-related expenses, and other allowable services.

Supportive services must be reasonable, necessary, allowable, adequately documented, and consistent with the participant's NFJP service plan and the applicable grant requirements. EEDD may establish additional internal approval requirements, cost limits, and service restrictions, provided they are consistent with applicable federal requirements and the approved NFJP grant.

This directive applies only to supportive services funded through the NFJP grant. Related assistance, including emergency assistance provided under 20 CFR §§ 685.110 and 685.380, is governed by the Department's NFJP Related Assistance Directive. Services must be classified and recorded according to their actual purpose and applicable program requirements.

References

- Workforce Innovation and Opportunity Act (WIOA), Sections 3(59), 167, 185, and 188, as applicable.
- Title 20 Code of Federal Regulations (CFR), §§ 675.300, 680.200–680.350, 680.900–680.920, and applicable provisions of Part 681.
- Title 20 CFR, §§ 685.100, 685.110, 685.140, 685.300–685.350, 685.370–685.390, as applicable.
- Title 2 CFR Part 200, including §§ 200.302, 200.303, 200.334, and 200.403–200.405.
- Title 29 CFR Part 38, Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA.
- TEGL 18-16, Change 2, Program Eligibility and Enrollment Guidance for the National Farmworker Jobs Program.
- TEGL 23-19, Change 3, Guidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor Workforce Programs.
- WSD 24-05, CalJOBS Activity Codes, and any applicable subsequent state directives.
- Directive 25-12, NFJP Related Assistance.

Definitions

Supportive Services: Services defined in WIOA Section 3(59) that are necessary to enable an individual to participate in authorized workforce activities.

Related Assistance: Short-term direct services and activities provided under NFJP in accordance with 20 CFR §§ 685.110 and 685.380–685.390. Related assistance is administered under the separate NFJP Related Assistance Directive.

Emergency Supportive Service: An immediate need requiring prompt consideration because it may prevent a participant from participating in an approved NFJP activity or obtaining or retaining employment. Staff must determine whether the requested assistance is appropriately classified as supportive services or related assistance before processing the request.

Participant: An individual who has met the applicable NFJP eligibility and enrollment requirements under WIOA Section 167, 20 CFR Part 685, and current DOL guidance.

III. POLICY

EEDD will provide supportive services to eligible NFJP participants when necessary to remove barriers to participation in approved career services, training, work-based learning, or other allowable employment-related activities.

Supportive services must be reasonable, necessary, allowable, allocable to the NFJP grant, and adequately documented in accordance with applicable federal cost principles and grant requirements. Services must be provided in the most cost-effective manner appropriate to the participant's documented need.

Supportive services must not duplicate benefits available from another funding source. Staff shall consider other available resources and coordinate with workforce partners, community organizations, and other service providers when appropriate. The existence of another resource does not eliminate the need to evaluate the participant's circumstances and determine whether NFJP assistance is allowable and necessary.

EEDD reserves the right to limit, modify, or discontinue specific categories of supportive services based on funding availability, grant requirements, participant needs, and approved program priorities. Local restrictions must be applied consistently and in a nondiscriminatory manner. No local restriction may authorize expenditure prohibited by federal law, regulation, or the NFJP grant award.

IV. PROCEDURE

A. Allowable Supportive Services

Supportive services may be provided when necessary to enable an eligible participant to participate in approved NFJP activities or obtain or retain employment. The following categories may be considered, subject to program eligibility, funding availability, applicable federal requirements, and EEDD's approval procedures.

Service Category	Limitations / Notes	Reference
Transportation	Bus passes/tickets, mileage reimbursement (valid license/insurance), driver's license fees, bicycles (1 per participant); most economical method required	WIOA, §680.900; CalJOBS Activity Codes 181/481/F12
Childcare/ Dependent Care	Case-by-case; must document financial need and provider;	WIOA, §680.910; CalJOBS Activity Codes 180/480/F17
Housing Assistance	Temporary housing assistance is limited in duration and scope and must be directly tied to enabling participation in NFJP activities or employment. Housing assistance does not include rental deposits, mortgage payments, or property acquisition.	WIOA, §680.920; CalJOBS Activity Codes 184/488/F15
Employment-Related Expenses	Hygiene items, tools, licenses, permits, employment application/certification fees, uniforms/clothing (limit 1–2 sets), interview clothing	WIOA, §680.900; CalJOBS Activity Codes 188/487/F13-F14
Medical-Related Expenses	Eyeglasses, physical exams, drug testing, immunizations, health screenings	WIOA, §680.900; CalJOBS Activity Codes 182/482/F18
Reasonable Accommodations	Hearing aids, wheelchairs, other disability-related accommodations	ADA, WIOA, §680.900
Training-Related Expenses	Tuition not covered by ITA/other aid, tools, school fees, lab/computer fees, books, uniforms	WIOA, §680.200–§680.350; CalJOBS Activity Codes 191/493/F21-F22

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Needs-Related Payments	Needs-Related Payments are a form of participant financial assistance authorized under WIOA Section 134(d)(3) and 20 CFR 680.930–680.970 . Refer to NFJP Needs-Related Payments Directive.	WIOA §134(d)(3) ; 20 CFR 680.930-970 ; CalJOBS Activity Code 326 or 491
Linkages to Community Services	Case-by-case referrals to partner programs	WIOA, §680.900 ; CalJOBS Activity Code 492

The examples above are not an automatic authorization to pay for every listed expense. Staff must confirm that the requested service is allowable under the NFJP grant, appropriate to the participant's circumstances, and not subject to a separate program-specific policy.

Needs-Related Payments, incentives, bonuses, housing services, and related assistance must be reviewed under the applicable separate policy or grant requirements when appropriate. They must not be automatically classified as ordinary supportive services solely because they address a participant's financial needs.

EEDD may decline to provide a category of assistance because of funding limitations or local policy. When assistance cannot be provided directly, staff should inform participant and refer them to appropriate community resources when available.

B. Eligibility Criteria

Before authorizing supportive services, staff must ensure that the following criteria are met:

1. The individual has been determined eligible for NFJP under WIOA Section 167, 20 CFR Part 685, and applicable DOL eligibility guidance.
2. The participant has the enrollment or service status required for the specific supportive service under the applicable NFJP requirements.
3. The participant's needs have been identified and documented. Where applicable, the need must be reflected in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).
4. The requested service is necessary to enable participation in an approved NFJP activity, completion of training, or obtaining or retaining employment.
5. Available resources have been considered, and potential duplication of benefits has been addressed.

6. Funding is available, the expense is allowable, and the service complies with applicable grant terms and EEDD's procedures.
7. The request has received the required supervisory or managerial approval before the purchase, payment, or issuance of assistance.

Staff must not assume that all supportive services require identical enrollment, assessment, or documentation procedures. The applicable NFJP requirements and service category determine which prerequisites apply. Related assistance must be evaluated separately under PPD 25-12.

C. Approval and Documentation

Approval by the NFJP Manager or designee is required for all supportive services. Additional approval from the Client Management Division Manager, Fiscal, or another authorized official may be required under applicable EEDD policies.

Before submitting a request for approval, the Case Manager must ensure that the participant file includes the following documentation, as applicable:

- NFJP eligibility and enrollment verification.
- Individual Employment Plan (IEP) or Individual Service Strategy (ISS), including documentation of the participant's needs and employment or training goals, when required.
- Financial Analysis Budget or other financial documentation required by EEDD for the requested service.
- Request for Goods/Services (RGS), including the itemized expense, vendor, amount, funding source, and justification.
- Documentation supporting the allowability, necessity, and reasonableness of the cost.
- Price quote or other procurement documentation required under applicable purchasing procedures.
- Evidence that other available resources have been considered and that duplication of benefits has been addressed when applicable.
- Bus Pass Issuance Log or other issuance record, when applicable.
- Required receipts, invoices, proof of payment, and participant acknowledgments.
- Managerial approval and any additional supporting documents required for the specific service.

Staff must follow applicable fiscal and procurement procedures, including requirements for vendor selection, purchasing authorization, payment processing, and retention of supporting records.

When participants are co-enrolled in another workforce program, staff shall coordinate funding in accordance with the Department's Co-Enrollment Directive and applicable grant requirements. The file must clearly identify

which program paid for the service and demonstrate that the same expense was not charged to multiple funding sources.

The NFJP Manager or designee must review the request to verify that the service is allowable, necessary, adequately documented, and consistent with the participant's needs and NFJP requirements. Fiscal must confirm funding availability and complete the required fiscal review before payment or issuance.

No purchase or payment may be made before the required approvals are obtained, except where a separate written emergency procedure expressly authorizes an alternative process consistent with federal requirements and grant terms.

D. Supportive Service Tracking Requirements

All supportive services must be recorded accurately in CalJOBS and the Grantee Performance Management System (GPMS), as applicable to the service and required NFJP reporting procedures.

Case Managers must complete the required entries within five working days of the service being issued or provided, consistent with this Department's internal deadline. Source documentation must support all entries.

Documentation must include, as applicable:

1. **Activity Code:** Use the appropriate CalJOBS activity code for the actual service provided, in accordance with current state guidance and applicable NFJP reporting instructions.
2. **Case Note:** Describe the participant's need, the service provided, the reason for the service, the relationship to NFJP participation or employment, and the approval obtained.
3. **Activity Date:** Record the actual date the service was provided or issued, consistent with applicable reporting instructions.
4. **Funding Source:** Identify the program and funding stream responsible for the expense. When the participant is co-enrolled, follow applicable co-enrollment procedures and ensure that the same expense is not charged to multiple programs.
5. **GPMS Entry:** Enter the required service information in GPMS in accordance with current NFJP reporting requirements and Department procedures.
6. **Supporting Documentation:** Ensure that required approvals, invoices, receipts, acknowledgments, and other source documents are maintained in the participant file and available for monitoring.

CalJOBS Activity Codes

Staff shall refer to WSD 24-05, CalJOBS Activity Codes, and any subsequent state guidance to determine the appropriate activity code for the service provided.

Potentially applicable supportive-service codes include:

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

The codes above must be validated against the current CalJOBS code dictionary and the applicable NFJP service category before this directive is finalized. Codes intended for incentives, related assistance, or another distinct service category must not be used to record supportive services unless expressly authorized by current state instructions.

Case Managers are responsible for ensuring that each service is documented in the correct participant record and funding stream. Supervisors shall conduct periodic reviews to verify that CalJOBS and GPMS entries are accurate, complete, timely, and supported by source documentation.

E. Follow-Up Services

Supportive services after program exit may be provided only when expressly permitted by applicable NFJP requirements, current DOL guidance, the approved grant, and the nature of the authorized service.

Staff must not automatically apply the WIOA Youth Formula Program's follow-up supportive-service rules to NFJP participants. Before authorizing assistance after exit, the Case Manager must consult the NFJP Manager or designee to verify eligibility, allowability, funding availability, and documentation requirements.

Any approved post-exit service must be documented with the reason for assistance, the applicable authority, the participant's employment or training circumstances, and the required approval. If the service is not allowable, staff should provide referrals to other available resources.

F. Missing Documentation/Receipts Process

When required documentation or receipts are missing, the Case Manager shall take the following steps:

1. Document the missing item and the initial contact with the participant in the appropriate case-management system.
2. Contact the participant to request the missing documentation and explain the applicable deadline.
3. If documentation is not received within ten business days, issue a follow-up letter or other approved written notice requesting outstanding information.
4. Refer unresolved cases to the NFJP Manager or designee for review and determination of appropriate corrective action.
5. Require written approval from the NFJP Division Manager or designee before authorizing additional discretionary supportive services for a participant whose previous service remains unresolved, where permitted by applicable law and policy.

The Department may temporarily suspend additional discretionary supportive-service authorizations when documentation remains outstanding, provided the suspension is consistent with applicable program requirements and does not improperly deny a required service or violate participant rights.

G. Limitations/Prohibitions

NFJP supportive services may not be used for expenditures that are prohibited by federal law, regulation, grant conditions, or applicable Department policy.

Prohibited or generally unallowable expenses include:

- Fines, penalties, or costs arising from unlawful conduct.
- Personal debts or bad debts, except where a specific cost is expressly allowable under applicable federal requirements.
- Entertainment, alcohol, tobacco, or marijuana products.
- Personal purchases for family members or other individuals when the expense is not an allowable participant service.
- Firearms or ammunition.
- Property acquisition or rental deposits, unless expressly authorized under a separate applicable program or grant provision.

- Memberships, dues, subscriptions, or similar expenses that are not necessary and allowable for approved employment or training activities.
- Any expense that is not reasonable, necessary, allocable, adequately documented, or permitted under applicable federal cost principles and grant requirements.

These examples do not replace the federal cost principles or grant conditions. Staff must review unusual or questionable expenses with the NFJP Manager and Fiscal before authorizing payment.

EEDD may establish reasonable service-specific limits, including maximum amounts, frequency limits, and additional approval requirements, based on available funding and program priorities. Such restrictions must be documented, applied consistently, and reviewed periodically.

H. Monitoring and Record Retention

Supportive-service files and expenditures are subject to supervisory review, fiscal review, program monitoring, and applicable DOL or other authorized audits.

The NFJP Manager or designee shall ensure that periodic reviews are conducted to verify:

- Participant eligibility and applicable service status.
- Allowability and necessity of each expense.
- Compliance with approval and purchasing procedures.
- Accuracy of CalJOBS and GPMS entries.
- Completeness of receipts, invoices, acknowledgments, and other source documentation.
- Proper funding allocation and prevention of duplicate charges.
- Compliance with applicable grant requirements and Department policies.

Records must be maintained in accordance with applicable federal record-retention requirements, including 2 CFR § 200.334, grant conditions, and the Department's records-retention and information-security policies. Access to personally identifiable information must be limited to authorized personnel.

Identified deficiencies shall be addressed through technical assistance, staff training, corrective action, or other appropriate measures.

I. Equal Opportunity, Accessibility, and Grievance Rights

NFJP supportive services shall be administered in accordance with WIOA Section 188, 29 CFR Part 38, applicable disability-accessibility requirements, and other applicable nondiscrimination laws and regulations.

Participants shall have equal access to services without discrimination on a prohibited basis. Staff must consider reasonable accommodation and accessible communication needs when providing services and processing requests.

Participants may file a grievance or complaint concerning supportive-service determinations or program administration in accordance with EEDD's established grievance and complaint procedures.

V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

PV:ey,jg

Attachment 1: Budget Worksheet

Attachment 2: RGS

Attachment 3: Small Purchase Quotes and Documentation

Attachment 4: Bus Pass Log

FINANCIAL ANALYSIS:

CLIENT NAME

DATE

Number of individuals dependant upon your income

MONTHLY RESOURCES:

- 1 Wages (**Self or Spouse**)
- 2 Child/Spousal Support (**Circle income that applies**)
- 3 Workmen's Comp./UI (**Circle income that applies**)
- 4 SSA, Retirement, Pension (**Circle income that applies**)
- 5 TANF
- 6 Food Stamps
- 7 Other

A. TOTAL MONTHLY RESOURCES\$ - **A****COST OF LIVING:**

Actual

- | | | | | | | |
|----------|---|---------------------------------|------------------|--|------|----------|
| 1 | HOUSING: | Rent | | | | |
| | | Mortgage/Insurance/Property Tax | | | | |
| | | Telephone/Cellphone | | | | |
| | | Gas/PG&E | | | | |
| | | Water & Sewage | | | | |
| | | Cable | | | | |
| | | Internet | | | \$ - | 1 |
| 2 | FOOD: | Groceries | | | | |
| | | Lunch Money | | | \$ - | 2 |
| 3 | CLOTHING: | Self & Dependants | | | | |
| | | Diapers | | | \$ - | 3 |
| 4 | PERSONAL EXPENSES: | Toiletries/Haircuts | | | | |
| | | Laundry/Cleaning Products | | | \$ - | 4 |
| 5 | MEDICAL: | Medi-Cal recipient? | | | | |
| | | Doctor/Dentist Bills | | | | |
| | | Prescription/Medicine | | | \$ - | 5 |
| 6 | TRANSPORTATION: | Car Payment | | | | |
| | | Car Insurance | | | | |
| | | Gas, Oil, Upkeep | | | | |
| | | License & Reg Fee | | | \$ - | 6 |
| 7 | EDUCATION & RECREATION: | Entertainment | | | \$ | |
| | | Tuition | | | \$ - | 7 |
| | | Books or Tools | | | \$ | |
| | | Uniforms | | | | |
| 8 | CHILD CARE: | | | | \$ - | 8 |
| 9 | CREDIT CARDS, OUTSTANDING DEBTS | | | | | |
| | Institution | Balance | Monthly Payments | | | |
| | | | | | | |
| | | | | | | |
| | | | | | \$ - | 9 |
| B | TOTAL COST OF LIVING (Add items 1-9) | | | | \$ | B |
| C | BALANCE (A-B) | | | | \$ | C |

I hereby certify that the information above is true, and correct. (Signature) _____

Live with Family and Friends, and no income

Budget, and expenses have been revisited, and there are no changes on income as of this date _____



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of California™

CHOOSE

CLEAR

REQUEST FOR GOODS AND SERVICES - SUPPORTIVE SERVICES

Request Date: _____

Need By Date: _____

Requested By: _____

☐ Out of School Youth ☐ In School Youth ☐ NFJP

☐ WIOA Adult ☐ WIOA D/W ☐ Other

Approved By: _____

☐ CalCard ☐ Voucher ☐ Petty Cash

QTY	UNIT	DESCRIPTION (Give Size, Color, Name, Stock No., Sample)	ITEM COST	TOTAL COST	FMD USE ONLY RGS NO.
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
				\$ 0.00	
			Total	\$ 0.00	
			Tax & fees		
			Total		
Is participant co-enrolled? Yes ☐ No ☐					
Primary Grant _____ Secondary Grant _____					

Vendor Name: _____

Address: _____ Phone: _____

City: _____ Zip Code: _____

Participant's Name: _____ Case No: _____

Justification: _____

Cost Estimate: \$ 0

PLEASE ATTACH THE FOLLOWING: ☐ Quote(s) ☐ Budget ☐ CalJOBS Printout (Round To The Dollar)

FMD USE ONLY

92: Training 93: Other 94: Leveraged

County Account No.: 6221024800

Method: 3 Pool: 999

4840 - 46 - _____ - _____ - 99

_____ - 46 - _____ - _____ - 99

Available: _____ Allowable/Proper Justification: _____ Date: _____

SMALL PURCHASE QUOTES & DOCUMENTATION

Procedural Requirements: **Price** quotations shall be secured for each small purchase transaction and the identification of sources and solicitation of quotes must be supported by documentation based on the following requirements:

DOLLAR RANGE OF PURCHASE	CONTACTS AND METHOD
\$0 through \$9,999.99	One or more documented quotes Source of quote (check one or more) ☐ Prior receipts (within one year) ☐ Written quote from vendor ☐ Product or Service Catalog ☐ Current Price List ☐ Telephone contact with vendor to obtain quote: Vendor Name: _____ Contact Person: _____ \$ Quote: _____ Staff Signature: _____ Date: _____ Vendor Name: _____ Contact Person: _____ \$ Quote: _____ Staff Signature: _____ Date: _____
\$10,000 through \$49,999.99	Two (2) or more written quotes** Request for Quote (RFQ) is required for small purchases in this dollar range ☐ RFQ was provided in writing ☐ RFQ specifies the quantity, timeframes and all the requirements of the product being sought ☐ Sole Source (attach sole source justification) REQUEST FOR QUOTE (RFQ) MUST BE COMPLETED AND ATTACHED
\$50,000 or more	For transactions of \$50,000 or more, the sealed bid or competitive proposal must be used. If only one proposal is obtained and that proposal is deemed to be responsible, then the noncompetitive or sole source process may be used.

*** Unless sole source justification.*

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\$0 through \$9,999.99	One or more documented quotes Source of quote (check one or more) ☐ Prior receipts (within one year) ☐ Written quote from vendor ☐ Product or Service Catalog ☐ Current Price List ☐ Telephone contact with vendor to obtain quote: Vendor Name: _____ Contact Person: _____ \$ Quote: _____ Staff Signature: _____ Date: _____ Vendor Name: _____ Contact Person: _____ \$ Quote: _____ Staff Signature: _____ Date: _____
\$10,000 through \$49,999.99	Two (2) or more written quotes** Request for Quote (RFQ) is required for small purchases in this dollar range ☐ RFQ was provided in writing ☐ RFQ specifies the quantity, timeframes and all the requirements of the product being sought ☐ Sole Source (attach sole source justification) REQUEST FOR QUOTE (RFQ) MUST BE COMPLETED AND ATTACHED
\$50,000 or more	For transactions of \$50,000 or more, the sealed bid or competitive proposal must be used. If only one proposal is obtained and that proposal is deemed to be responsible, then the noncompetitive or sole source process may be used.

*** Unless sole source justification.*

Passes issued to Agency / EEDD Staff:

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[illegible]

The undersigned hereby certifies that this Bus Pass Log is in accordance with the contract agreement terms for participant's Transportation Subsidy and that verifiable attendance is maintained for reference/audit review.

Agency/EEDD Staff Signature _____ Date _____

K:\FORMS\BUSISSUE.LOG