

	West Central Region Local Policy	
	Subject: Supportive Services Policy	Release Date: 9/27/2023
	Reference: OWD Issuance 13-2017	Revision: 9

Supportive Services are those services necessary to enable an individual to participate in activities authorized under WIOA, Title I

The extent of Supportive Services provided will vary based on customer needs and availability of funds and resources. **ALL** household resources (i.e. income and other resources such as SNAP) from all household members must be considered. The Workforce Development Board (WDB) has approved a maximum cost per participant per program funding year of \$2,000. In such cases where the maximum amount has been exhausted and further needs arise, the participant must submit, in writing, justification for the need of additional supportive services. Written approval from the WDB Executive Director is required before exceeding the maximum.

Supportive Services payments are requested individually for specific needs. Supportive Services may include transportation, child care, dependent care, housing, and needs-related payments that assist in removing or reducing barriers to participate in WIOA Title I activities. Assistive technology/equipment may be included in this definition *if* staff document the customer needs this technology/equipment in order to participate in the WIOA activity *and* are unable to obtain it from other resources. The justification for WIOA Supportive Service payments must be documented in case notes.

Staff must adhere to all rules and regulations set forth in OWD Issuance 13-2017, Attachment 1 and any and all amended Statewide Supportive Service Policies put into effect hereafter. Duplicate payments must be avoided when the customer is eligible for both WIOA and other assistance.

Supportive Services will be provided to individuals fully enrolled in a Workforce Innovation and Opportunities Act (WIOA) program. These programs may include Adult/Dislocated Worker/Youth/National Emergency Grant/Rapid Response/Additional Assistance programs/Others as funded. Documents supporting the individual’s need are to be based on results of initial Assessment, Individual Service Strategy (ISS), Financial Needs Assessment, and the Needs Based Analysis.

NEEDS-BASED ANALYSIS

Supportive Service payments are requested individually for specific needs. Because WIOA programs are not an entitlement, Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. Payments should not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. A statement that a customer “needs” a Supportive Service will not justify the payment of these expenses.

For example, customer states he needs brakes. The payment cannot be authorized on this statement alone; but instead, must be related to the WIOA activity; based on customer need; and other resources must be sought first. The service provider’s determination of financial need must be documented at a minimum through case notes.

Due to funding limitations, WIOA Supportive Services should be the payment of last resort. All other sources of funding must be sought first. If a customer is enrolled in Trade Act or SkillUp, this funding source must be utilized prior to WIOA funding. If a customer is enrolled in SkillUp a financial assessment is not necessary to be eligible for

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supportive services. If the customer needs resources not covered by the Trade Act or SkillUp, local policy should be followed to provide support services to the participant. All attempts to find other Supportive Service funding and the reasons for needing WIOA funding must be documented in case notes. Each Job Center will keep up to date resource guide that includes community resources, faith based organizations, and other community organizations to make referrals prior to paying Supportive Services.

Examples of possible community resources:

- Faith-based organizations;
- Non-profit organizations; community action agencies
- Women’s shelters;
- Clothes closets;
- Pro bono medical, dental, and legal services (may or may not need to be accessed through an organization);
- Government assistance such as: local health departments, WIC, assistive technology reimbursement programs, MO HealthNet, Low Income Home Energy Assistance Program (LIHEAP), Housing and Urban Development (HUD), etc.;
- Local transportation programs; and
- Statewide and nationwide organizations such as: United Way, Goodwill, Salvation Army, etc.

The latest version of the WDB/Supportive Service form (currently dated 06/30/17) and a West Central Region Requisition form (if applicable) must be completed by the Case Manager prior to any supportive service payment being issued. All required documentation (time sheets, receipts, mileage printout, etc.) must be attached to the forms with the required signatures, submitted for approval and placed in the participant’s file.

Transportation allowance/mileage reimbursement must comply with the following:

- Transportation allowance/mileage reimbursement is only allowed for days of attended participation (timesheets/attendance records must accompany supportive service request).
- Transportation will be paid for round trip miles. Reimbursable mileage will begin at home address to required activity location.
 - A \$0.50 per mile is allowed for participants traveling to WIOA program required activities.
 - Maximum mileage reimbursement will not exceed 200 miles per day.
- When transportation allowance is requested by training participant housing and meals may not be requested as a supportive service. Training participants may choose to request housing and meals but will not be eligible then for transportation allowance.
- A Financial Needs Assessment and Needs-Based Analysis form must be completed to determine continued need on a monthly basis.
- Mileage reimbursement requests should be submitted at a minimum of every two weeks.
- Documentation of insurance coverage is required prior to transportation assistance.
- If it is determined that there is an immediate need and the participant must have assistance **before** they travel to work, school, or an approved workshop or activity; special consideration will be given to assist the participant. The WDB staff will provide approval before assistance is given.

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- Transportation assistance should not extend beyond thirty (30) days of full time, unsubsidized employment.

Maximum allowable Child/Dependent Care payments:

- Child/Dependent Care is allowed for day of attended participation in WIOA program required activities only.
- The maximum allowance shall be set at \$12.00/day not to exceed \$60.00/week per individual.
- A maximum of three individuals is allowed; not to exceed \$36.00/day or \$180.00/week.
- Child/Dependent Care is intended for children under the age of 12 and adults over the age of 65 or individuals who have disabling conditions that require care.
- The customer must have applied for state-funded assistance before the request for Child/Dependent Care will be granted. A copy of the state funded program’s denial or acceptance letter must accompany WDB/Supportive Service form.

Once the Case Manager has determined there are no other child/dependent care services available, WIOA may assist with the costs. This includes 100% of the cost up to the approved limits. If the participant is approved for state-funded assistance, but is responsible for co-pay, WIOA may assist with the co-pay, if necessary, up to the approved limits. All participants approved for Child/Dependent Care assistance must sign the *Childcare Release form* for any and all childcare providers. Childcare providers must complete a W-9 prior to any payments being made. All payments for Child/Dependent Care will be made directly to the provider. All charges must be submitted on the *Childcare Invoice*. WIOA will not assist with Child/Dependent Care costs if the chosen provider resides with the participant.

NEEDS-RELATED PAYMENTS

At this time, the West Central Region does not pay Needs Related Payments. Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training; and may also be provided to a customer who will begin a training program within thirty (30) calendar days. The law does not include needs-related payments in the list of Supportive Services that an eligible Youth can receive. An Older Youth (eighteen (18) years or older) who is enrolled in training and has been determined to be in need of a needs-related payment(s), should be enrolled in the WIOA Adult program in order to receive the payments.

Eligibility requirements for Adults:

- Must be unemployed;
- Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and
- Be enrolled in an eligible WIOA training service.

Eligibility requirements for Dislocated Workers:

- Must be unemployed;

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- Not qualify for, or ceased qualifying for UI compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; and
- Be enrolled in an eligible WIOA training service by:
 - The end of the thirteenth (13th) week after the most recent layoff that resulted in unemployment; or
 - After the thirteenth (13th) week, but by the end of the eighth (8th) week after being informed the short-term layoff will exceed six (6) months.

Needs-related payments cannot exceed the applicable weekly level of UI compensation. If the customer didn't qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in total family income. At this time, the West Central Region does not pay Needs Related Payments.

EMERGENCY AID

Emergency Aid is a one time or rare expense paid to allow a customer to continue participating in WIOA activities such as school, work experience, On-the-Job (OJT) training, etc. If the customer is having extreme financial difficulty, staff should be assisting him/her with needed financial information (development of a budget, credit counseling, debt management, etc.). Emergency aid payments must be well documented in Service Notes. If there is confidential information, Service Notes should refer to the confidential copy file.

Examples include:

These may include, but are not limited to:

- Vehicle repairs required enabling a means of transportation for participation in training. Vehicle repairs will only be provided on vehicles owned by the participant or an immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership and current insurance documentation. Justification must be entered into case notes by the Case Manager. All invoices must be approved by WDB staff. If the cost of the vehicle repair is expected to exceed \$100, the participant must provide at least three repair estimates before the service or payment will be considered. Any and all estimate documentation must be kept in the participant's file.
- Rental/mortgage assistance is limited to one time per program year in the form of one month's rent (or mortgage payment) based on participant portion of lease agreement. Deposit may be paid one time.
- Car insurance is limited to one month premium in accordance with the state minimum insurance requirements.
- Utility payments (electric, water, heating, etc.) are limited to one time per program year.
- Limited medical assistance and medical examinations including dental, where required
- Testing and fees for nationally-recognized certification(s).

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- Special service and materials for individual with disabilities if such services are not provided by outside resources.
- Other reasonable expenses required for participation may also be considered.
- Payments will be made directly to the vendor of services.

Prior approval from WDB staff must be obtained on all above items with the exception of testing and certification fees for Adult Education and Literacy and High School Equivalency services. Temporary shelter, housing assistance, or emergency utility needs will be determined on an individual basis with approval from WDB staff.

****A participant who has received Supportive Services in another region will be assisted as follows:**

- Calculate through coordination with other region and case notes, how much a participant has received in supportive services in the other region
- Participant will be eligible to receive remaining amount up to \$1,000 after subtracting amount received in other region from the maximum amount allowed.

FORMS AND CASE NOTES

Supportive service requests should be submitted with all required forms and documentation when submitting to the WDB. For example:

- Requests for purchasing items should include a requisition form and the requisition form should be signed by the Functional Leader.
- Exceptions should be submitted when amount of request is over cap of \$1,000.00.
- If requesting an item such as a laptop, the amount on the supportive service request form should include “not to exceed”. This will ensure that that items can be purchased even if the original one requested is no longer available.

All Supportive Services must be documented in MO Jobs and include at a minimum all of the following:

- The type of Supportive Service paid:
 - Work attire or uniforms;
 - Work-related tools;
 - Testing fees;
 - Transportation;
 - Child care and dependent care;
 - Linkages to community services;
 - Emergency housing; and
 - Referrals to medical services, eyeglasses;

- The amount of Supportive Service paid;

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- The timeframe the Supportive Service was paid for;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

STAFF RESPONSIBILITIES

It is the responsibility of staff to provide accurate information to the customer including:

- If supportive services are requested or determined necessary, if he/she is eligible;
- If he/she has is no longer eligible to receive the supportive service for any reason (i.e. cap met, no longer has a need, etc.); and
- The requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.
- Types of Supportive Services available to customers. These services can only be provided after it is proven necessary to enable him/her to participate in WIOA funded activities.