	West Central Region Local Policy		
	Subject: Supportive Services Policy	**OWD Approval Date:** 8/28/25	**Board Approval Date:** 8/27/25
	Reference: OWD Issuance 14-2024 and subsequent issuances	**Revision:** 12	**Effective Date:** 8/28/25

The Workforce Development Board of Western Missouri, Inc. (WDB) has approved a maximum cost of $2,000 per participant per program year. Participants may receive supportive services from more than one program, but total amount will not exceed $2,000 per program year. 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. All supportive services are on a case-by-case basis based on customer needs and are subject to funding availability.

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 $2,000 after subtracting amount received in other region(s) from the maximum amount allowed.

DEFINITION

A supportive service is any payment/item necessary to enable a participant to participant in an authorized activity under programs such as the Workforce Innovation and Opportunity Act (WIOA), SkillUP, and others. Supportive services are designed to assist participants with obtaining and maintaining employment and in completing training.

PURPOSE

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 l activities. Assistive technology/equipment may be included in this definition if staff document the customer needs this technology/equipment in order to participate in program activities and are unable to obtain it from other resources. The justification for Supportive Service payments must be documented in case notes.

Needs Based Analysis

Supportive Service payments are requested individually for specific needs. Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. Payments should not be made for activities or for items that are not necessary for participation in the authorized 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 authorized 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.

All resources should be sought before requesting supportive services. Each Job Center will keep an up-to-date resource guide that includes community resources, faith-based organizations, and other community partners 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.

Forms

The latest version of the WDB Supportive Service form 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.

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 $2,000.00.
- 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.

Case Notes

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

- Supportive Service Request:
  - The type of supportive service being requested
  - The amount
  - the justification of the need
  - Lack of community resources
- Supportive service payment:
- The type of supportive service paid
- The date of payment
- The amount paid

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 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 authorized activities.

Workforce Innovation and Opportunity Act (WIOA)

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), and justification for need.

Staff must adhere to all rules and regulations set forth in OWD Issuance 14-2024, 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.

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 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 resources and the justification of need must be documented in case notes.

Types of Supportive Services

Transportation Allowance

Supportive service requests for transportation must comply with the following:

- Transportation allowance is only allowed for days of attended participation (timesheets/attendance records must accompany supportive service request).
- Participants are eligible for $15.00 per day for transportation allowance.
- Transportation allowance may not exceed $75.00 per week per participant.
- A minimum of 20 miles round trip per day is required to receive mileage reimbursement.
- Transportation allowance will be paid at the same rate across all funding streams participant is eligible for and WIOA will be the payer of last resort.
- 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.
- Transportation allowance 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.
- Transportation assistance should not extend beyond thirty (30) days of full time, unsubsidized employment.

Child Care

Supportive service requests for child care must comply with the following:

- 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.

Emergency Aid

Emergency Aid is a one time or rare expense paid to allow a customer to continue participating in authorized 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.

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 authorized 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).
- 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.