

Attachment 2



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Supportive Services Policy

Occasionally, a participant may need financial assistance to address specific needs on their path to self-sufficiency. Below are the local guidelines and requirements to obtain supportive services for a participant. This policy covers all Southeast Workforce Development Board programs unless otherwise specified by an individual grant. Any exceptions to these rules must be approved by the Southeast Compliance Department and will be evaluated on a case-by-case basis.

1. Supportive Services include but are not limited to needs such as transportation, child care, tools, uniforms, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA.
 - Childcare is an allowable expense to those attending a WIOA funded activity or service. Child care is for participants who can demonstrate a need and are not receiving childcare assistance through the Family Support Division. Childcare providers cannot be a parent or step-parent and the chosen childcare provider cannot live with the participant. Childcare requires a signed Childcare Release and completed W-2 by the Childcare Provider. Payments for Childcare are only paid from the date of approval forward. Childcare Supportive Services are \$10 per day per child.
 - Transportation is an allowable expense to those attending a WIOA funded activity or service. Students must travel 30 or more miles round-trip and can be paid \$10 per day based on actual schedule and attendance. Travel requires "MapQuest" documentation determining the shortest route from their residence to their primary training facility.
 - Needs-related payments may be approved through the Workforce Development Board Manager of WIOA Compliance on a case-by-case basis.
 - The WDB strongly encourages service providers to maintain a very strict interpretation of the above supportive services. Expenses such as car repairs, taxes, medical expenses, and rent, must have prior WDB approval through the Compliance Department and are considered on a case-by-case basis.
2. Supportive services may be provided at any time after a participant has participated in career, intensive, or training services and received at least one individualized WIOA service. Supportive services are available up to the end of the 4th quarter after the exit quarter, if follow-up is required by state policy. Additional services may be available to participants beyond this period with WDB approval.
3. After the participant has demonstrated a need for the supportive service, the request must be documented on the appropriate Workforce Development Board Supportive Service form. Both the request and approval note must be entered into the data system service notes. The proper data system service/activity code must also be added to the data system account. The need for continued Supportive Services must be re-evaluated every 90 days.
4. The WDB has established a monetary limitation for Supportive Services.
 - The limit for supportive services is **\$1,000.00** per contract year per participant. This is the maximum amount; participants are not automatically entitled to the maximum. The Southeast WDB does not limit the duration for supportive services as long as the participant is participating in a WIOA funded program/activity and the supportive service is necessary to continue that participation.
5. If there is an approval by the Compliance Department to pay Supportive Services beyond the maximum amount, there must be a written justification, prepared by staff and placed in the file. This justification and approval is required prior to making the payment.

6. If Supportive Services have been paid for individuals who have accessed Supportive Services from one or more other Local Workforce Development Areas during the same contract year, staff must review the participant's Supportive Service payments in the statewide electronic case management system. All Supportive Service payments will be calculated prior to authorizing additional Supportive Service funds, regardless of which Local Workforce Development Area is making the payments.
7. Supportive Services are based upon individual need and all of the individual's resources must be considered prior to approvals/payments being made. WIOA supportive service funds are used as a last option, staff should attempt to utilize all area resources, including community and faith-based organizations, prior to authorizing WIOA funding. All prior attempts to find resources through other community resources and agencies must be documented through case notes in the data system. If all prior attempts to find resources through other community resources and agencies are unsuccessful, there must be a case note stating the prior attempts and there are no other resources available.
8. Supportive Services could be deemed a disallowed cost in any of the following circumstances:
 - If the supportive service is not correctly documented in the data system
 - If the supportive service is not WIOA authorized and approved
 - If the supportive service expense was incurred prior to the request and approval
9. The Southeast Workforce Development Board does not provide Trade Supportive Services. Any Trade enrollment participant in need of supportive services that are not paid by Trade must be co-enrolled in WIOA Dislocated Worker for use of WIOA Dislocated Worker Supportive Services.
10. If the Southeast WDB has enters into a subcontract with a service provider for Supportive Services, the subcontract will stipulate that the service provider must comply with the Uniform Guidance (2 CFR Part 200).
11. Please refer to DWD Issuance 13-2017 for more information.