

Attachment 13



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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. The Southeast Workforce Development Board and/or any subcontract for a service provider will comply with the Uniform Guidance (2 CFR Part 200). 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, childcare, testing fees, application fees, tools, uniforms, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIOA.
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 for youth are available up to the end of the 4th quarter after the exit quarter. Additional services may be available to participants beyond this period with WDB approval. Due to the current TEGE regulations, Adult/Dislocated Workers cannot be approved for supportive services while in follow-up.
3. After the participant has demonstrated a need for the supportive service, both the request and approval note must be entered into the data system service notes. 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 **\$2,500.00** 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 requesting 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:

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- 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 the current DWD Supportive Service Issuance for more information.

Childcare

Childcare is an allowable expense to those attending a WIOA funded activity or service. Childcare is for participants who demonstrate a need and are not receiving childcare assistance through the Family Support Division (FSD). Childcare providers cannot be a parent or step-parent of the child(ren) and the chosen childcare provider cannot live with the participant. Childcare requires a signed Childcare Release and completed W-9 by the childcare provider. Payments for childcare are only paid from the date of approval forward. Childcare supportive services are up to \$20.00 per day per child, and will be supported by childcare provider attendance sheet. Childcare monthly forms more than 60 days old will not be accepted. Childcare must have prior WDB approval through Program Manager and is considered on a case-by-case basis.

Transportation

Transportation is an allowable expense to those attending a WIOA funded activity or service. Participants must travel 15 or more miles round-trip and can be paid based on distance, actual schedule, and attendance. Monthly transportation forms must be submitted to the case manager before payment can be processed by the WDB. Transportation forms more than 60 days old will not be accepted. Travel requires "Google Maps" documentation determining the shortest route from their residence to their primary training facility. If the training facility provides housing, transportation reimbursement will not be allowed unless justified and approved by the Program Manager.

- 15-29 miles round-trip = \$5 per day
- 30-40 miles round-trip = \$10 per day
- 41-60 miles round-trip = \$15 per day
- 61 miles and up round-trip = \$20 per day
- Per day mileage exception, if a participant is traveling more than 100 miles one way for training and will be staying at the training facility, the SE WDB will pay the current mileage rate based on state policy up to a \$75 maximum cap per day. Currently that mileage rate is \$0.49 per mile.

Transportation reimbursement must have prior WDB approval through the Program Manager and is considered on a case-by-case basis.

Vehicle Repair Costs

Vehicle repair costs may be provided but must be directly linked to an allowable activity. Required documentation includes: 1)copy of title or registration showing the participant, their spouse, or parent/guardian legally owns the vehicle; 2)proof of car insurance; 3)at least two quotes from local repair shops documenting the repairs which are **required** for the vehicle to be safe and reliable. Replacement of tires is considered a vehicle repair. Only one vehicle repair will be allowed per program year per household. No cosmetic repairs will be paid from WIOA funds. Vehicle repair costs must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Auto Insurance

Auto Insurance may be provided but must be directly linked to an allowable activity. Required documentation includes: 1)copy of title or registration showing the participant, their spouse, or parent/guardian legally owns the vehicle; 2)invoice from the insurance provider.

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Only one auto insurance payment will be allowed per program year per household, not to exceed one month. Auto Insurance payments must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Uniforms/Clothing Assistance

To qualify for clothing assistance, the clothing items must be required as a condition of training or employment. This includes interview clothing, limited to one outfit and one pair of dress shoes per participant per program year. Clothing that is allowed to be purchased for training or employment includes up to three tops and three bottoms. Appropriate footwear such as dress shoes, non-skid shoes, steel toed boots, etc. are allowable. Undergarments are limited to one multi-pack of socks or hosiery, one multi-pack of basic briefs or boxers, and two bras. Personal hygiene items such as deodorant, toothpaste, shampoo, etc. are allowable. Makeup and hair accessories are not allowed. All requests for uniforms/clothing assistance must include a detailed list of the items needing to be purchased. Staff should avoid boutique and specialty stores, and utilize local Walmart, Target, and similar stores as much as possible. Uniforms/clothing assistance must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Rent Assistance/House Payment

Rent Assistance/House payment must be directly linked to an allowable activity. Required documentation includes a copy of the lease or proof from the lending institution documenting current amount due and verifying the name and address of the participant. If the lease or lending institution documentation is not in the participant's name, documentation such as a marriage license or birth certificate is required to document the relationship between the participant and the person named in the lease or loan. Rent assistance/house payments are limited to one time per household, per program year, not to exceed one month. Deposits are strongly discouraged. Payment of late fees, interest charges, and past due amounts are not allowed. Rent assistance/house payments must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Utilities

Utilities must be directly linked to an allowable activity. Required documentation includes a copy of the invoice showing current amount due and verifying the name and address of the participant. If the invoice is not in the participant's name, documentation such as a marriage license or birth certificate is required to document the relationship between the participant and the person named on the invoice. Utilities are limited to one time per household, per program year, not to exceed one month. Deposits are strongly discouraged. Payment of late fees, interest charges, and past due amounts are not allowed. Utility payments must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Tools, Equipment, or Supplies

Tools, equipment, or supplies must be directly linked to an allowable activity. Required documentation includes documentation from the employer or training provider that the specific list of tools, equipment, or supplies are required to perform the job duties or complete training. Tool, equipment, or supply payments must have prior WDB approval through the Program Manager and are considered on a case-by-case basis.

Needs Related Payments

Needs-related payments are strongly discouraged but may be approved through the Workforce Development Board Compliance Department on a case-by-case basis. Needs-related payments are a type of Supportive Service but are separate from emergency aid, transportation, etc. The Southeast Board will comply with the Missouri State Supportive Service Issuance for Needs-Related Payments, in the event this payment is approved. Needs-Related Payments can be provided only to Adults, Dislocated Workers, and Youth to enable participation in training. They must be currently participating or enrolled to commence the training program within the next 30 calendar days.

Eligibility requirements for Adults and Youth:

To be eligible for needs-related payments, Adults and Youth must be unemployed; *and*

- Not qualified for, or ceased qualifying for, Unemployment Insurance (UI) compensation; *and*

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- Must be enrolled in an eligible WIOA training service.

Needs-related payment levels for Adults and Youth.

Local WDB policy sets the needs-related payment level for Adults. (In the case of a statewide project, the State Workforce Board sets the Adult payment level.)

For Adults and Youth, payments may not exceed two possible levels.

- If the participant was eligible for UI compensation, payment may not exceed the applicable weekly level of UI compensation.
- If the participant was not qualified for UI compensation, then the payment cannot exceed the poverty level for an equivalent period (using the Department of Health and Human Services along with the Department of Labor's Lower Living Standard Income Levels (LLSIL) poverty guidelines for the current calendar year). The Southeast Workforce Development Board will adjust that poverty level, to reflect changes in total family income, to ensure the actual amount of payment conforms to those maximum amounts.

Eligibility requirements for Dislocated Workers:

To be eligible for needs-related payments, Dislocated Workers must be unemployed; *and*

- Not qualified for, or ceased qualifying for, Unemployment Insurance (UI) compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; *and*
- Must be enrolled in an eligible WIOA training service:
 - o 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
 - o After the 13th week, or if later, by the end of the 8th week after being informed that a short-term layoff will exceed six months; or
- Did not qualify for UI compensation or Trade Readjustment Allowance, but is enrolled in a program for training services authorized by WIOA Sec. 134(c)(3).

Needs-related payment levels for Dislocated Workers.

For Dislocated Workers, payments may not exceed two possible levels.

- If the participant is eligible for UI compensation resulting from the qualifying dislocation, payment may not exceed the applicable weekly level of UI compensation.
- If the participant did not qualify for UI compensation resulting from the qualifying dislocation, then the payment cannot exceed the poverty level for an equivalent period (using the U.S. Health and Human Services poverty guidelines for the current calendar year). The Local WDB also must adjust that poverty level, to reflect changes in total family income, to ensure the actual amount of payment conforms to the Local WDB's LWDA Supportive Services policy.

The WDB strongly encourages service providers to maintain a very strict interpretation of the above supportive services. Any request beyond those listed in this policy must have prior WDB approval through the Compliance Department and will be considered on a case-by-case basis.

Payment of luxury items such as telephone services, cable service, internet, or air conditioning are not allowed.

The Southeast Workforce Development Board requires the supportive service to be requested and approved before payment. Staff should follow the appropriate program supportive service process and complete the required. Process and forms can be found at the www.job4you.org/resources website.