

WIB of SWMO Supportive Service Policy

The Southwest Region's Supportive Services Policy follows all guidelines contained in DWD Issuance 12-2010 Statewide Supportive Services Policy, and is incorporated in whole as part of the Southwest Region's Supportive Services Policy.

The SW Region assures compliance with the nondiscrimination and equal opportunity provisions of Section 166 WIOA, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The SW Region also assures that it will comply with 29CFR part 37 and all other regulations implementing the laws listed above. This assurance applies to the operations of the WIOA financially assisted program or activity.

The required assurance is incorporated into each grant, cooperative agreement, contract, or other arrangement whereby Federal financial assistance under WIOA is made available. (See 29CFR 37.20(a) Policies on WIOA nondiscrimination and/or equal opportunity issues have been developed and implemented.

Southwest Region counties served: Barry, Barton, Dade, Jasper, Lawrence, McDonald, and Newton. Any potential participant not residing in one of these seven counties will be encouraged to contact their local One-Stop Job Center. In those instances when it is more convenient for a customer to be served by our region; rather than a neighboring region; an agreement can be made between Program Coordinators/WIB Directors of both regions to assist the customer.

The definition of a supportive service is generally any type of payment that is necessary to enable an individual to participate in an authorized activity under WIOA. In all cases, an Employment Plan (EP) must contain the need for, and extent of, supportive services, as well as case note documentation of the linkage of payment for the supportive service to an authorized activity.

Costs incurred prior to program enrollment are not allowable. Therefore, participants will not be reimbursed for any cost incurred. (For instance, someone could not go out and get their car repaired and then have us agree to pay for it, could not put work clothes on layaway and have us pay for it.) Supportive Services are provided only when the service is not available elsewhere, since WIOA is considered funding of last resort.

This policy applies to:

- WIOA Adult and Dislocated Worker Programs
- WIOA Youth and Summer Jobs Programs (*See Current Year Summer Jobs Scope of Work for Specific Supportive Service Instructions*)
- Dislocated Worker Grants (Follow State Policy per DWG)
- Trade Act
- Skill Up (TANF Contingency)

WIOA Adult Individualized Service Documentation Requirements:

Low Income Status:

- If low-income status is based on the current receipt of Temporary Assistance for Needy Families (TANF) or Food Stamps (at any time within the last six months) from the Missouri Family Support Division, staff should enter a Service Note documenting the fact that they have seen proof of such public assistance receipt, which may include information obtained from the Missouri Department of Social Services' Missouri Benefits Center website. This is considered ideal documentation, and no further documentation is required for this element.

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WIOA Dislocated Worker Individualized Service Documentation Requirements:

- Dislocated Worker program participants who progress to the Intensive level must have their Dislocated Worker status fully documented in either an electronic or hard copy file. This rule replaces previous guidance allowing less detailed documentation. For those who meet the category A criteria defined at WIOA 101(A), required eligibility documentation includes proof of layoff or termination, Unemployment Insurance (UI) eligibility status, and evidence that the participant is “unlikely to return to a previous industry or occupation.” Eligibility for UI is adequate proof that the individual was “terminated or laid off.”
- A Dislocated Worker with a Missouri UI claim can print a copy of the Letter of Benefit Proof (B201) from the Division of Employment Security’s Online Claims Filing System to serve as documentation of Dislocated Worker status. Termination/layoff and eligibility for Unemployment Insurance is documented if there are payments in the “Gross Amount” column. If it also shows a zero-dollar amount in the “Balance” field, this is proof of an exhausted claim and satisfies documentation for “unlikely to return.”

Dislocated Worker Grant:

DWGs provide supplemental dislocated worker funds to respond to the needs of dislocated workers and communities affected by major economic dislocation events which cannot be met with formula allotments. Since DWGs serve a specific layoff or group of related layoffs, only one Supportive Service Policy is allowed per DWG. Therefore, if there are multiple regions within the same DWG, the regions must submit only one Supportive Service Policy that is based upon the combined policies of affected local areas to ensure equitable services. This Policy is as an attachment to other planning documents during the “Project Planning Period” of the DWG.

Trade Act Funding:

If a customer is enrolled in Trade Act, this funding source must be utilized prior to WIOA funding. If the customer needs resources not covered by Trade Act, local policy should be followed to provide these wrap-around services.

Supportive Services are only to be provided to customers who:

- Are participating in Basic, Individualized, or Training services;
- Are unable to obtain Supportive Services themselves or via their support network;
- Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and
- Demonstrate a need for assistance to enable him/her to participate in Title I activities.

Employment Plan:

The EP is an ongoing strategy jointly developed by the customer and staff that identifies the customer’s employment goals; the appropriate achievement objective(s); and the appropriate combination of services to achieve the employment goals. The Supportive Service(s) must be necessary for the customer to achieve the goals outlined in the EP. Therefore, it is imperative the goals listed on the EP are consistent with what the customer intends to achieve. Eligible participants must be participating in Individualized or Training services excluding youth participants who are not included in the above services. Prior to receiving any Supportive Service Payments, all registered participants must complete a locally defined budget assessment to determine need.

Priority of Service:

DWD Issuance 09-2008 Veterans’ Priority of Service applies to both veterans and certain eligible spouses. In addition, 663.600 requires that when funding is generally limited, priority for Individualized and Training services for those funded with adult funds must be given to public assistance recipients and other low-income individuals.

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Payments:

Payments are authorized based on available funding (and are limited to \$1000 per participant per program year.) If participant need is above the maximum limit and/or exceptions to the following are necessary, a waiver request must be submitted to the Program Coordinator and WIB Director or WIB Operations Manager for consideration.

MoJobs Case Notes:

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

- The type of Supportive Service paid (e.g., transportation, childcare, etc.);
- The amount of Supportive Service paid;
- The timeframe the Supportive Service was paid for;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments.

Supportive Services Accessed from Other Regions:

Staff will assess individuals who have received Supportive Services from other region(s) to verify whether additional needs should be met at that time. Review of MoJobs record in relationship to our region's policy and the time frame in which it occurred will determine authorizing additional funding.

Types of Supportive Services:

Vehicle Repairs:

Vehicle repair is only available under circumstances which make a vehicle operational. Tires are not an allowable expense for WIOA Adult and Dislocated. DWD Issuance 12-2010 "The Internal Revenue Service (IRS) mileage reimbursement includes direct and indirect vehicle expenses. Therefore, if the region is paying full IRS mileage reimbursement, no other vehicle expenses and/or mileage can be paid. If the region pays less than full IRS mileage, repairs may be paid if determined by staff to be reasonable and necessary." Vehicle repairs are limited to a \$500 maximum per participant, per program year. Repair costs must be directly linked to an authorized activity. The vendor is to be paid directly for the repair, not the participant. If participant need is above the maximum limit the Career Manager may request a waiver and submit it with proper documentation to the Skill Team Leader or WIB director for consideration.

Required Documentation:

- Copy of valid driver's license.
- Copy of Title or Registration showing that participant or their parent legally owns the vehicle.
- Proof of current vehicle insurance.
- Three (3) written estimates of the repair costs.

Rental Assistance and Utility Assistance:

Rent and/or Utilities are available one time per program enrollment. Past due rent is allowable. Deposits are not allowable because the amount may be reimbursed to a participant at a later date. Youth participants are allowed startup costs.

Payment of late fees or interest charges are not allowable.

Required Documentation:

- Copy of signed lease with participant's signature.
- Letter stating amount of past due rent from the landlord.
- If a participant does not have a formal lease with a landlord, a notarized letter stating the name of the participant, the address of the property, and the amount of delinquency is required.

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Transportation Assistance:

Transportation reimbursements for employment, work-related travel, and/or job-training activities are limited to 30 days after becoming employed. (Also see vehicle repair policy as it relates to transportation assistance.)

Transportation will be paid for round trip miles, according to mileage calculated on www.mapquest.com or other internet-based mileage calculator and at a rate of:

- 5-25miles \$2.50 per day
- 26-50 miles \$5.00 per day
- 51-75 miles \$7.50 per day
- 76-100 miles \$10.00 per day

Transportation assistance cannot exceed \$10.00 per day.

Transportation assistance may also include Trolley passes if destination locations are listed on the Trolley map. For Trolley information call the City of Joplin 417-626-8609.

Required Documentation:

- Date and hours of attendance; must have participant and instructor/supervisor signature.
- Copy of MapQuest or any other internet-based mileage calculator.
- Copy of work or class schedule.

Childcare:

This assistance is available for those not eligible for the FSD Childcare Program or as a supplement to the FSD Childcare Program. Childcare must be provided from a State Approved Day Care. If a family member wishes to provide childcare for a participant, they must be certified through FSD's process to become an approved provider. Participant must have attempted to receive childcare assistance through FSD if they meet the income guidelines established by FSD.

Documentation of need and linkage to authorized activity must be in a case note. Co-pays from FSD childcare program are allowable; this will include startup fees and is limited to 30 days. Childcare referrals and payments are available to WIOA participants with children under thirteen (13) years of age, children incapable of self-care, and/or children under court order who need care while participant is attending his/her authorized WIOA activity. Verification of emotional, mental or physical incapacity or court order must be provided if child is over (13) years of age. WIOA payment for child care is based on the Regional Market Rates (RMR) provided by Department of Social Services (DSS) found at <https://dssapp.dss.mo.gov/ccrate/report.asp?county=049>.

Required Documentation:

- Proof of ineligibility for FSD childcare program or Co-pay notification if applicable.
- Invoice from childcare provider.
- Copy of work schedule or classroom schedule.
- Printout of Regional Market Rates found at website listed above

SATOP Classes: (Substance Awareness Traffic Offender Program)

This assistance is available for customers that have been required to participate in this program by a court or government authority in order to regain a driver's license. Assistance is limited to the following listed below: The limit on assistance is based off the yearly cap of \$1000 for supportive services with any prior supportive services subtracted from the cap. The customer will be required to secure funding for any amount that is unable to be paid by supportive service and provide proof of payment PRIOR to the WIB submitting payment. ****Only available once per program enrollment***

- Assessment Costs
- Supplemental Fee
- Program Fee

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Required Documentation:

- Proof of Court/Government requirements
- Invoice from SATOP provider

Driving School:

This assistance is available only for customers who have never had a driver's license. The customer will need to get their learner's permit prior to the supportive service being submitted.

- Costs of driving lessons

Required Documentation

- Copy of learner's permit
- Invoice from driving school

Needs-Related Payments:

Needs-related payments can be provided to Adults, Dislocated Workers and Youth (a recent addition under WIOA 681.570 (e)) 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. At this time the Southwest region does not pay Needs-Related Payments.

Work-Related Expenses:

Work related items such as specific clothing, tools, equipment, etc. Drivers Licenses, State issued ID card and Birth certificate (When creating a barrier to employment or training) and HSE testing fees.

Computers, Printers, Ink Cartridges, and Software are not allowable expenses.

Other Work related and Training Costs

- Application and test fees
- Books required for classes, when not included in ITA
- Uniforms for training (i.e. scrubs, etc.)
- Police Academy students will not exceed: 1 Belt, 1Pair Boots, and a Background Check

Required documentation:

- Letter from employer providing a detailed list and need for the items, class syllabus or copy of class requirements signed by instructor
- Copy of class schedule or verification of employment

Luxury Items:

Payment for luxury items is not allowed. These items include air conditioning for homes or vehicles. This also includes telephones, cable, or internet devices/services.

Emergency Exceptions:

Emergency exceptions to any of the above types of supportive services may be presented to the WIB for consideration.

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Procedure:

All supportive services within the above guidelines must be submitted to the Program Coordinator for approval. Supportive Services requests must be turned in on the appropriate Southwest Region Supportive Service Payment Form. This form must be accompanied by all of the following:

1. Participant Signature/Supervisor or Instructor Signature
2. Case Manager Signature/Program Coordinator.
3. Case note in MoJobs explaining payment and the amount.
4. Corresponding activities opened in MoJobs during the time of purchase.
5. Appropriate documentation attached to support type of payment.
6. Correct payment amount and vendor information.
7. Local fiscal database record of payments previously made for participant.