



NEMO WORKFORCE DEVELOPMENT BOARD

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NEMO WDB Issuance 13-2017

Issued:
Effective:

To: All Program Operators

Subject: **SUPPORTIVE SERVICES POLICY**

Purpose: To provide policy and guidance regarding allowable Supportive Services to WIOA Adults, Dislocated Workers and Youth; Dislocated Work Grants (DWGs), Summer Jobs programs, SPYC, or other programs authorized under WIOA as allowable.

Background: Supportive Services are provided to assist participants in successful completion of training. ***Supportive Services is not an entitlement and should only be made available to enable customers to participate in Title I activities that would otherwise not be able to financially. Job Center Staff will be responsible to look to other resources before using WIOA funds for Supportive Services.***

Reference: DWD Issuance 13-2017, Statewide Supportive Services Policy

Rescission: NEMO WIB Issuance 02-2015

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Executive Director

SUPPORTIVE SERVICES FOR WIOA ADULT, DISLOCATED WORKER AND YOUTH PROGRAMS

Supportive Services will be available to WIOA Adult, Dislocated Workers and Youth who meet WIOA eligibility requirements as described below.

Due to funding limitations, WIOA Supportive Services are always the last resort. All other sources of funding must be sought first and documented. All attempts to find other Supportive Service funding and the reasons for needing WIOA funding must be documented in the State Case Management System Service Notes and on the Supportive Service Eligibility Certificate.

Needs-based analysis

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 may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA activity.

- * Trade Act: The Trade Act funding source must be utilized prior to WIOA funding. If Trade Act does not cover participant needs, this policy should be followed to provide wrap-around services and a mix of funds if needed to enable participation in WIOA activities.

Supportive Services are provided to only customers who:

- 1) Are participating in Career services or Training services approved by WIOA Title I;
- 2) Are unable to obtain Supportive Services via their support network or through other programs including community agencies that provide these services; and
- 3) Require those services to enable him/her to participate WIOA Title I activities.

A review of the customer's budget shall be completed to determine need. Details of the budget will be entered into the State Case Management System Service Notes and placed in the participant file. (Note: This information will only help determine customer need, but all other resources must still be considered.)

In all cases, staff must review Service Notes prior to making any Supportive Service payments to avoid duplicate payments from multiple sources and to ensure the participant has not exceeded any limits set forth in this policy.

The Supportive Service(s) must be necessary for the customer to achieve the goals outlined in their Employment Plan (EP). Therefore, it is imperative the goals listed on the EP are consistent with what the customer intends to achieve. A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses. The service provider's determination and justification of financial need must be documented through the State Case Management System Service Notes.

The cap for all Supportive Services per participant per program year is \$12,000.

All Supportive Services must be documented and approved using the Supportive Service Eligibility Certificate and entered in the State Case Management System. The documentation must include at a minimum all of the following:

- 1) Type of Supportive Service paid (e.g., transportation, childcare, etc.);
- 2) Amount of Supportive Service to be paid;
- 3) Time frame the Supportive Service is to be paid for;
- 4) Justification of need for the Supportive Service; and
- 5) Documentation of the lack of other alternatives or other community resources.

Community Resources

All alternate sources of funding must be sought first. **Every** attempt to find other Supportive Services sources, leading to the determination to use WIOA funding, shall be documented in Service Notes and on the Supportive Service Eligibility Certificate.

The Comprehensive and Affiliate Job Centers **must** keep an up-to-date listing of available community resources (paper and/or electronic) and make available to participants prior to any WIOA payment for Supportive Services.

Providing information about the availability of, and referrals to, alternate Supportive Services sources **is required** by 20 CRF 678.430 (a) (9). DWD Issuance 24-2015, Workforce Innovation and Opportunity Act Missouri Job Center Service and Referral Policy, also requires the creation and maintenance of a WIOA required partners Resource Guide for this purpose and requires WIOA staff to follow-up and document referrals in the State Case Management System.

NEMO WDB has partnered with a group of community organizations to make the mobile app “Johego” available to the public. This database is continually maintained and updated by JoHego.

Community resource agencies may include, but not limited to:

- FSD and other government assistance such as local health departments, WIC, etc.
- Vocational Rehab
- Pell Grant
- Community shelters
- Community Action Agencies
- Faith-based organizations
- Non-profit organizations
- Statewide and nationwide organizations, such as United Way, Goodwill, and Salvation Army
- Pro bono medical, dental and legal service organizations
- Community clothing centers and food assistance centers
- Local transportation programs, and
- Any other community or service organization within the subcontractor’s local area

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

- (1) If supportive services are requested or determined necessary;
- (2) If he/she is eligible when the Supportive Services are requested;
- (3) 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
- (4) Information on the requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.

Supportive Services available are (but not limited to):

- **Child and Dependent Care:** Child and dependent care will be available to participants that are enrolled in Individualized Career and Training Services, but only when it is unavailable through other sources/programs that provide such services. Participants will be reimbursed for the actual cost, not to exceed a ¹reasonable amount based on average child care/dependent costs within the participant's area of residence. Reimbursement rates for Childcare/Dependent care are detailed on the Supportive Service Eligibility Certificate [Attachment A]. **Supportive Service for Childcare/Dependent Care cannot exceed \$3900 per program year/per child.**
 - * Childcare rates vary county to county and can be located at <https://apps.dss.mo.gov/childcarerates>.
 - * Program operator staff shall assist the customer by making available a current list of providers (<http://health.mo.gov/safety/childcare/parentinfo.php>) for the customer to consider, and by discussing other options such as enlisting a friend or neighbor to provide childcare.
 - * In addition, staff will assist the customer in making sure that all needed paperwork, childcare provider registration, etc. is provided to the local FSD office as needed.

- **Transportation:** Travel reimbursement for costs incurred will be available to all eligible participants with financial hardship, but only when it is unavailable through other sources/programs that provide such services. NEMO WDB ²transportation reimbursement can be found on the Supportive Service Eligibility Certificate [Attachment 1]. Other car repairs such as tires and minor mechanical repairs should be listed under "One Time Supportive Service" and are not included in the travel reimbursement based upon a per mile basis. Documentation of miles traveled is required and mileage (i.e. Mapquest) printout should be placed in file.
 - * In cases where the participant has no transportation or reliable transportation, staff should assist the participant by encouraging ride share or enlisting the services of OATS, other transportation providers or volunteers for assistance. All such assistance is viewed as temporary while the customer continues to seek a permanent solution to transportation problems.

- **Reasonable accommodations for individuals with disabilities**

Assistive technologies or equipment for individuals with disabilities are included if the participant needs the technology or equipment to participate in WIOA Title I activity and is unable to obtain from other resources. Staff must document the need and lack of other resources in Case Notes. The extent of the Supportive Service will vary based on the participant's needs. If the amount exceeds \$100, it must be approved by the WDB Executive Director.

¹In general, reasonable cost is defined as not in excess of the maximum amount allowed in the Supportive Service Eligibility Certificate. Program operators may exceed this amount if documentation is obtained (through phone verification or written verification or written documentation and a service note is placed in the file) that justify a higher cost for the individual's needs.

²The cost per mile has been established in the Supportive Service Eligibility Certificate. While the per mile limit has been set as a guideline, Program Operators may exceed this amount if justification can be provided indicating that a higher per mile limit is necessary in order for the individual to participate in the Title I activity. Additionally, a higher per mile rate and longer timeframe is allowable under programs (such as SPYC, Summer Jobs, DRJP, etc.) when indicated in the program scope of work.

- **One Time Supportive Services**

- * Funds may also be used to pay, or partially pay, a reasonable amount for the costs of repairs, tires, rent, utilities, insurance premiums and driver license fees on an as needed basis. In the event a Supportive Service is needed for car insurance, a maximum of three months should be paid. The customer must own the car and a plan developed on how they will pay for the insurance once they have exhausted the three months.
- * Required work related clothing, tools and equipment.
- * Assistance with educational testing, applications, tests, and certifications
- * Assistance with books, fees, school supplies, and other necessary items for post-secondary education or training.
- * Payments may be made to assist with the cost of attending job club, work activities, training activities, AEL classes, job interviews, and for travel back and forth to work until the first paycheck is received. The payment may be made on a per mile basis, or if carpooling or ride-sharing, actual costs not to exceed a reasonable amount based on current costs in the customer's area of residence.

One-time Supportive Service payments must be well documented in case notes. However, staff should avoid receiving or obtaining confidential (i.e., financial, medical, criminal, legal, domestic violence) documentation, or cannot enter it directly into case notes. If the information is pertinent and necessary for determining employment or training opportunities or aid. If it is necessary to retain the confidential information, the case note should contain a general explanation and identify the secure location of the complete information (normally the confidential file).

The amount spent on "One Time Supportive Services" should be tracked and maintained in the customer's file. The participant shall provide documentation indicating amount requested (quotes, bids, fee summary, etc). Documentation (receipts, quotes, etc.) should be placed in file to justify amount paid and a Service Note shall be entered in the State Case Management System.

- **Needs-Related Payments**

The Northeast Missouri Workforce Development Board does not provide Needs-Related Payments (NPRs) for other general living expenses to enable an individual to participate in training and employment programs.

A maximum of \$500 for the duration of a customer's enrollment into a Title I Program can be spent on expenses other than child care, dependent care, or travel reimbursement expenses such as work related clothing, tools and equipment, car repairs, tires, testing fees, and emergency aid.

In the event that any supportive service not previously outlined in this policy requires more than the allowable maximum amount or cap as stated in policy or on Supportive Service Eligibility Certificate, a waiver may be submitted to the NEMO WDB (ATTACHMENT B) and authorization to exceed the maximum will be awarded on a case-by-case basis. Proper justification must be outlined on the waiver. Written justification from the customer is required prior to making the payment. Enter all of the information in the State Case Management System Service Notes.

Supportive services paid from another region will not impact supportive services to individuals enrolled into individualized career or training services in the Northeast Region.

All Supportive Services described herein require that the Job Center staff maintain adequate documentation of need for and delivery of such services with the completion of the Supportive Service Eligibility Certificate. An estimate of the customers Supportive Service needs in the current program year should be determined and entered on the form. Staff should take into account Supportive Service needs, weeks needed, adjustments for receipts of grants such as Pell Grant etc. The estimated need for Supportive Services should be calculated per program year and a reassessment conducted regularly to determine continued need. The need for Supportive Services should be conducted each semester for customers attending training.

A copy of the Supportive Service Eligibility Certificate shall be maintained in the participant's file. Data entry in the State Case Management System will also include service note entry identifying the barrier and the plan to address this need. This will allow other Team members and partner agencies an opportunity to integrate and prevent duplication of services already being provided by Title I WIOA Programs.

Anytime a change occurs in the Supportive Service payment, the Supportive Service Eligibility Certificate must be updated and initialed by staff making the change. An assessment identifying needs should be conducted and entered into the service notes. The service note should indicate what change occurred and reasons for the change along with a plan to address this need.

APPROVAL OF SUPPORTIVE SERVICES

For Supportive Services funded through the Title I WIOA Adult, Dislocated Worker and Youth Programs the requests for Supportive Services must be completed on the Supportive Service Eligibility Certificate. A WIOA Supervisor and/or Functional Leader in each center will be responsible for reviewing and approving the request for WIOA Adults, Dislocated Workers, and Youth to ensure all WIOA requirements have been met and the request is appropriate and to ensure sufficient funds are available. Timesheets will be submitted to the appropriate Job Center and approved for payment by designated Job Center staff before forwarding to fiscal agent for payment.

Once the Functional Leader and/or WIOA Supervisor authorizes the Supportive Service, a copy of the Supportive Service Eligibility Certificate will be submitted to the Fiscal Agent in order to generate payments. The fiscal agent will recheck the invoice to ensure calculations are correct and generate payments. Documentation (date paid, check number, amount) and approval of payments must be maintained and placed in file and the payment information will be entered into the State Case Management System. For Adult, Dislocated Worker, and Youth, the Fiscal Agent must be able to provide supporting documentation, i.e. system generated check register for DWD and WDB monitors. For TANF Summer Job League, copies of supporting documentation, i.e. copy of check stub, etc. must be retained in the participant file. (Confidential information must be retained in a separate file, in a locked location)

SUPPORTIVE SERVICES FOR YOUTH PROGRAMS

Supportive Services eligibility, criteria, and processes outlined above must be followed.

Allowable Supportive Services available under the Youth Program are:

- Child care
- Dependent care
- Work related clothing, tools and equipment
- Transportation assistance (including vehicle repair and insurance for a limited time)
- Referral to medical services
- Housing assistance

In addition to the allowable supportive services listed previously in this issuance, referral to medical services shall be made available to all Youth participants. Individuals will first be referred to Family Support Division to have their eligibility for Medicaid determined. In those instances when the individual is in need of medical services and is not eligible under the Medicaid program or does not have medical insurance through their employment or other sources, support for medical services may be provided. Documentation must be provided outlining costs for payment. Program operators must document that the medical assistance was unavailable to the individual through other sources/programs that provide such services. Referrals to local sliding fee and/or no cost clinics should be made prior to committing WIOA Supportive Service dollars.

Another addition to the allowable supportive services listed previously in this issuance is the provision to provide housing assistance to Youth participants. Individuals enrolled into the Youth program that display housing issue barriers (homeless, in jeopardy of being evicted, etc.) can be assisted with housing. Allowable payments include rent payment, deposit to obtain housing, fees to avoid eviction, and other necessary payments required to obtain or maintain housing. Documentation must be provided outlining costs for payment. Program operators must document that the housing assistance was unavailable to the individual through other sources/program that provide such services.

In general, travel reimbursements should not occur after the first paycheck is received, however, if justifiable, this could be extended for a maximum of 3 months. Justification should be provided in the form of a Service Note in the State Case Management System and on the Supportive Service Eligibility Certificate. Justifiable reasons for extension include: earning a low wage (less than 50 cents above minimum wage) or traveling in excess of 40 miles and enrolled and participating in a work experience/internship program designed for WIOA enrolled youth or any other special youth programs (such as SPYC, Summer Jobs) funded through the Workforce Development Board.

ATTACHMENT A – SUPPORTIVE SERVICE ELIGIBILITY CERTIFICATE
ATTACHMENT B – SUPPORTIVE SERVICE REQUEST FOR WAIVER