

SW Region Supportive Services – Attachment 2

“The Southwest Region’s Supportive Services Policy will follow 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.”

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 Career Center. In those instances when it is more convenient for a client 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 client.

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 WIA. In all cases, an Individual Employment Plan (IEP) 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 WIA is considered funding of last resort.

This Policy applies to:

- Adult and Dislocated Worker programs;
- Youth program, including Summer Youth
- National Emergency Grant (NEG); (follow State Policy per NEG)
- Rapid Response/Additional Assistance.

Supportive Services are only to be provided to customers who:

- Are participating in core, intensive, 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 (EP)

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 intensive 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 intensive and training services for those funded with adult funds must be given to public assistance recipients and other low income individuals.

Supportive service 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 a waiver request must be submitted to the Skill Team Leader and WIB Director or WIB Director designee for consideration.

Toolbox Service Notes

All Supportive Services must be documented in Toolbox 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.

SW Region Supportive Services – Attachment 2

In all cases, staff must review Service 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 another region(s) to verify whether additional needs should be met at that time. Review of TB record in relationship to our regions policy and the time frame in which it occurred will determine authorizing additional funding.

Vehicle repairs-Vehicle repair is only available under circumstances which make a vehicle operational. Tires are not an allowable expense for WIA Adult and Dislocated. No assistance for vehicle repairs can be made if a participant is also receiving mileage reimbursement, as mileage reimbursement covers vehicle maintenance as well as the cost of gasoline. 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:

1. Copy of valid driver's license.
2. Copy of Title or Registration showing that participant or their parent legally owns the vehicle.
3. Proof of current vehicle insurance.
4. 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:

1. Copy of signed lease with participant's signature.
2. Letter stating amount of past due rent from the landlord.
3. 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.

Transportation assistance- Transportation reimbursements for employment, work-related travel, and/or job-training activities are limited to 30 days after becoming employed—Any participant who is receiving transportation assistance is not eligible to receive assistance with a vehicle repair, as transportation assistance is intended to cover the cost of vehicle maintenance as well as gasoline. (See vehicle repair policy)

Transportation will be paid for round trip miles, according to mileage calculated on www.mapquest.com 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. In an instance where an address cannot be found on www.mapquest.com, another internet based mileage calculator may be substituted with a service note stating it could not be found on MapQuest.

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:

1. Date and hours of attendance; must have participant and instructor/supervisor signature.
2. Copy of MapQuest or any other internet-based mileage calculator.
3. Copy of work or class schedule.
4. Signed participant statement that they understand vehicle repairs are not allowable while receiving transportation assistance

SW Region Supportive Services – Attachment 2

Childcare costs-This service is only available for participants **not eligible for assistance** through FSD. 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. 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. Child care referrals and payments are available to WIA 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 WIA activity. Verification of emotional, mental or physical incapacity or court order must be provided if child is under (13) years of age. WIA 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> and is limited to two (2) children.

Required Documentation:

1. Proof of ineligibility for FSD childcare program.
2. Invoice from childcare provider.
3. Copy of work schedule or classroom schedule.
4. Printout of Regional Market Rates found at website listed above

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 GED testing fees.

WIA Funds cannot be used to pay penalties or fines.

Other Work related and Training Costs

- Application and test fees
- Graduation Cap, Gown and smallest package of graduation announcements
- 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:

1. Letter from employer providing a detailed list and need for the items or copy of class requirements signed by instructor.
2. Copy of class schedule

Computers, printers or ink cartridges are not allowable expenses

Supportive Service Limits- Payment of luxury items is not allowed. These items include: air conditioning for home or vehicles, telephone, cable, internet.

Emergency exceptions to any of the above types of supportive services may be presented to the Youth Program Coordinator, WIB Youth Projects Coordinator, and WIB director for consideration.

Procedures- All supportive services within the above guidelines must be submitted to the Youth Program Coordinator or Skill Team Leader 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.
2. Career Manager Signature.
3. Case note in Toolbox explaining payment and the amount.
4. Corresponding activities opened in Toolbox 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.

The Youth Program Coordinator will verify all of the above information prior to authorizing the payment.