

## **JEFFERSON/FRANKLIN CONSORTIUM SUPPORTIVE SERVICES POLICY**

### Description

The Workforce Innovation and Opportunity Act (WIOA) defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under WIOA, Title I. This Policy provides guidelines on administering Supportive Services based on the WIOA. Supportive Services should be made available to assist customers in removing or reducing barriers to participate in WIOA activities.

Supportive Services may include work related expensed, transportation, child care, dependent care, needs-related payments, and emergency housing. Assistive technology/equipment may be included in this definition if staff document the customer needs this technology/equipment in order to participate in the WIOA activity and is unable to obtain from other resources. The extent of Supportive Services provided will vary based on the customer's needs and the region's availability of funds and resources.

This policy applies to Adult and Dislocated Worker programs, Youth programs, Dislocated Worker Grants (DWG), and other additional assistance funding.

Supportive Services are only to be provided to customers who:

- ◆ Are participating in employment 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.

### Supportive Services

Supportive Services available to customers may include:

- ◆ Work-related expenses (WRE);
- ◆ Transportation;
- ◆ Child care and dependent care;
- ◆ Linkages to community services;
- ◆ Emergency aid; and
- ◆ Referrals to medical services.

These services can only be provided after it is proven necessary and appropriate to enable him/her to participate in WIOA funded activities. Customers will have to provide documentation to Career Center staff that states the need for the requested supportive service (i.e. employer statement or school document).

Supportive Services are based upon individual need. All of the individual's resources will be considered prior to making these payments.

Supportive Services payments will be documented in Toolbox. (See page 5)

### Needs-Based Analysis

Supportive Service payments will be requested individually for specific needs. **Supportive Services payments will be made on a case-by-case basis only when determined necessary and reasonable.** The Supportive Services must be necessary for the customer to achieve the goals outlined in their Employment Plan. Payments will not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. The service provider's determination of financial need will be documented through Toolbox Service Notes.

**WIOA Supportive Services are the last resort therefore other sources of funding will be sought first.** Staff may make inquiries and referrals to partner agencies, faith-based organizations, non-profit organizations, and other organizations referenced in the region's Resource Guide available in each career center and at [jeff-frankjobs.com](http://jeff-frankjobs.com). All attempts to find other resources will be documented in Toolbox Service Notes.

Staff will complete a Supportive Services Request Form when customers express a need for Supportive Services. (Attachment 1) **Customers must present documentation showing the need for the service** (i.e. statements from employer/school indicating the need, completing a financial needs budget, eviction, delinquency or discontinuation notices).

Staff will review the customer's Toolbox record to determine if Supportive Services were received from other regions. All Supportive Services payments, regardless of the region, will be taken into consideration before issuing additional funding.

### Work Related Expenses (WRE)

Customers engaged in an allowable employment, education, or training component may receive WRE if the expense meets all of the general Supportive Services eligibility criteria listed above and is required in order to complete the necessary function to perform a job or training. Total WRE payments may not exceed \$1,000 per program year.

Allowable expenses include:

- ◆ Work attire or uniforms;
- ◆ Work-related tools;
- ◆ Testing/licensing fees;
- ◆ Books/Training Materials;

## Transportation

*The Internal Revenue Service (IRS) mileage reimbursement includes direct and indirect vehicle expenses. Therefore while the region is paying mileage reimbursement or public transportation expenses, no other vehicle expenses and/or mileage can be paid in that timeframe.*

Supportive Services for transportation can be made in the form of mileage reimbursement or car repair. Mileage reimbursement will be calculated based on the round trip from the customer's home directly to the training/work facility and back. Mileage must be calculated using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or similar service.

Payments will be made monthly. Request can only be honored for one form of assistance, mileage reimbursement or car repair, per month. Total payments may not exceed \$1,500 per program year.

Customers will have to submit completed Transportation Assistance sheets with all required signatures for mileage reimbursement. Customers will have to submit an estimate of the costs for a car repair.

## Childcare

Supportive Services for childcare can be covered if provided from a State Approved Day Care. If a family member wishes to provide childcare for a customer, this individual must obtain Family Support Division (FSD) approval. Customers should apply for FSD childcare assistance program before WIOA funds are used. WIOA funds can be used if customer can document that they are not eligible for FSD funding. WIOA funds can subsidize FSD payments when proper documentation is submitted showing the unpaid portion or for paying a co-payment if required by FSD.

## Needs-Related Payments

Needs-related payments can be provided to Adults and Dislocated Workers to enable them to participate in training and to customers who will begin a training program within 30 calendar days. Needs-related payments are not allowable for Youth customers. If Older Youth (18 Years or older) enrolled in training are in need of Needs-related payments, they will have to be dual enrolled in the WIOA Adult program in order to receive the payments.

All customers who need these payments must file for unemployment compensation and print out the MO-Claims showing \$0. Customers, who have an unresolved claim, do not qualify for these payments until it is confirmed they do not qualify for unemployment compensation.

### **Eligibility requirements for Adults:**

- ◆ Must be unemployed;

- ◆ Not qualify for, or ceased qualifying for Unemployment Insurance (UI) Compensation; and
- ◆ Be enrolled in an eligible WIOA training service.

**Eligibility requirements for Dislocated Workers:**

- ◆ Must be unemployed;
- ◆ Not qualify for, or ceased qualifying for Unemployment Insurance (UI) Compensation or Trade Readjustment Allowance under Trade Adjustment Act; and
- ◆ Be enrolled in an eligible WIOA training service by:
  - The end of the 13<sup>th</sup> week after the most recent layoff that resulted in unemployment; or
  - After the 13<sup>th</sup> week, but by the end of the 8<sup>th</sup> week after being informed the short-term layoff will exceed six months.

Needs-related payments cannot exceed the applicable level of UI compensation. If the customer did not qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in family income. The maximum amount of funding is \$8,320 per customer (\$320 per week for 26 weeks).

When paying needs-related payments, the Region needs to verify the participant is currently attending classes. This can be in a variety of ways including: online grade printouts, emails between the instructor and student, a grade on a recent project or test, a signed statement from the instructor, etc.

Emergency Aid

Emergency Aid is a one time or rare expense paid to continue participating in WIOA activities such as school, work experience, OJT, etc. If the customer is having extreme difficulty, staff should be assisting him/her with financial information (development of a budget, credit counseling, debt management, etc.) Emergency aid payments must be well documented in Service Notes. **As with all other WIOA funding, all other options should be sought first.**

Examples include:

- ◆ Payment of utility bills (electric, water, heating, etc.)
- ◆ A car insurance payment
- ◆ A rent payment
- ◆ Vehicle repairs during the same timeframe as mileage reimbursement (only in cases where it is absolutely necessary to allow participation in WIOA activities.)

Rent can only be provided if the address is used as the primary residence and allows for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of residency and proof of ownership by the landlord. Any and all documentation must provide proof that the participant lives at the address, proof that

the landlord owns the property, and the amount that is past due. The landlord is to be paid directly for the rent, not the participant. Allowable documentation to show proof of residency may include a lease, a phone bill, cable bill, voting registration card, driver's license, etc. Allowable documentation to show proof of ownership by the landlord may include a lease, a property tax receipt, a title, a trash or sewer receipt, etc.

Vehicle repairs can only be provided on the vehicle used as the primary transportation for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership. Repair costs must be directly linked to an authorized activity. The vendor is to be paid directly for the repair, not the participant.

As with all other WIOA funding, all other options must be sought first. For example, heating and cooling assistance could be pursued through resources such as: Low Income Home Energy Assistance Program (LIHEAP), Salvation Army's "Heat Share", local programs (e.g., Ameren UE's "Dollar More," Kansas City Power & Light's "Dollar Aide," etc.), and faith-based organizations. Rent assistance could possibly be obtained through the U.S. Department of Housing and Urban Development (HUD).

### 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.

### Dislocated Worker Grants (DWG)

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. Regions must follow the Supportive Service Policy approved with the grant.

### Toolbox 2.0 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 (i.e. transportation, childcare, etc.),
- ◆ The amount of Supportive Service paid,
- ◆ The timeframe the Supportive Service paid,
- ◆ The justification of need for the Supportive Service,
- ◆ Lack of other community resources.

In addition, in all cases, Service Notes must be reviewed prior to making any Supportive Service payments.