ADMINISTRATIVE POLICIES/PROCEDURES

Reviewed: 6/3/2025

Issuance No: P-7
Issuance Date: 8/6/2024
Subject: Supportive Services

Background
A supportive service is any payment necessary to enable a participant to engage in an authorized activity under the Workforce Innovation and Opportunity Act (WIOA). Supportive services are designed to assist WIOA Adult, Dislocated Worker, and Youth program participants in securing and sustaining employment and in credential attainment. Any Adult, DW, or Youth participant actively participating in approved WIOA activities may receive supportive services.

Purpose
This policy provides guidance to the subrecipients of the Workforce Development Board of North Missouri on the allowance, approval, and payment of supportive services available under the WIOA.

In all cases-case note documentation of the linkage of payment for the supportive services to an authorized activity is required. WIOA funded supportive services should only be provided when the services are not available from the other community resources, per the current OWD issuance.

Supportive services are not entitlements and all supportive services requests must be supported by a demonstration of need. To receive supportive services, the participant must request the payment, specifying the need. The request must show every attempt was made to find other resources, including those outside the local area, to provide the services. All supportive services must link back to employment or education goals identified in the EP/ISS and submitted on the Participant Voucher. Staff must review case notes prior to providing a supportive service to verify the service isn't being funded by another provider.

Supportive services are allowed to WIOA Youth participants receiving follow-up services. Follow-up supportive services must be submitted to WDB staff for approval. The maximum amount paid to Youth participants in supportive services during follow-up is $250.00

Supportive services will not exceed $2,000 per person per program year. If an individual is enrolled in more than one WIOA program, the maximum of $2,000 *total* supportive service payment per person per program year may not be exceeded. If a participant has received supportive services from another region's workforce development area during the current program year, the amount of supportive services received will count towards the $2,000 program year limit.
The Workforce Development Board of North Missouri subcontracts with sub-recipients to provide supportive services to participants. As required in those contracts, each sub-recipient must comply with Uniform Guidance (2 CFR Part 200).

Supportive services may include:

- Child care;
- Transportation; and/or
- Other reasonable expenses (uniform, tools/equipment, assessment fees, etc.) required for eligible WIOA participants to participate in WIOA services/activities.

Child Care

Childcare will be paid based on contracted days and will be supported by a class schedule or timesheet and daycare provider contract or attendance sheet. Each participant must apply for state childcare assistance prior to receiving WIOA childcare supportive services. Childcare costs will be paid directly to the childcare provider. Childcare may be paid during school breaks to ensure continued availability only if it is documented in the childcare provider's policy. The maximum childcare rate is $16 per day, per child based on funding availability.

Transportation

Mileage Reimbursement will be paid based on scheduled days and will be supported by a training schedule or attendance log. It will be calculated based on the *round-trip mileage* from the participant's home directly to the training site/employment site and back. A minimum of 20 miles round trip is required to receive mileage reimbursement. Verification documentation of the mileage calculation must be obtained prior to requesting payment. WIOA funds will be funds of last resort.

Reimbursement rates:

- 20-49.99 miles R/T: $0.32/mile
- 50+ miles R/T: $16/day

Emergency Travel may be provided if it is determined that there is an immediate need and the participant must have assistance in order to participate in a WIOA-related activity such as employment, training, or an approved workshop/activity. Emergency travel must be paid using the same reimbursement rates outlined for mileage reimbursement.

The emergency travel may be provided as an advance payment by determining the amount of reimbursement a participant would receive in a week and issuing the payment prior to the start of the activity/service. If needed, a gift card may be purchased in the amount determined by this policy.

When providing emergency travel payments when the round trip is less than 20 miles, sub-recipients should calculate the number of round-trip miles from the participant's home directly to the employment/training site and back and make a payment for one week of travel. This payment will be made based on the weekly calculation at a rate of $0.32/mile. If the emergency payment is needed to participate in employment, weekly payments may be made until the participant receives a paycheck. If participant is in

need of multiple weeks' advance reimbursement, staff may request the additional advance payment by submitting a waiver request to the WDB Executive Director.

Bus Passes will be provided based on scheduled days and will be supported by a class schedule, work schedule, or attendance log. Passes may be obligated for the duration of the training, not to exceed a semester. If the bus pass is needed for employment, the pass will be provided until the first paycheck is received. Passes may be distributed no more than 30 days at a time. Daily bus passes may be issued for job search or workshop attendance; a job search log or verification of participation in the workshop will be needed to support the voucher.

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 that the client or their spouse, parent/guardian legally owns the vehicle;
2. Proof of car insurance.

One vehicle repair per program year is allowed. No cosmetic repairs will be paid from WIOA funding. If vehicle repairs are paid, no transportation will be paid concurrently; the participant cannot receive mileage reimbursement and vehicle repairs during the same week.

Other Supportive Services

All other supportive services must be necessary in order for an individual to continue their education, obtain employment or retain employment and be consistent with Title I of WIOA. If a participant has a need for a supportive service not mentioned in this policy, requests for supportive services can be submitted to WDB North Missouri staff for approval. Funds should not be obligated until approval is granted. Submit a Request for Other Supportive Services form explaining what supportive service is needed, the amount of funding required, and a justification as to why the supportive service should be paid.

Background Check/Fingerprinting must be required for employment or training. Documentation from the employer or training provider stating the background check/fingerprints are required must accompany the Supportive Services Payment Form.

Application or Exam Fees are allowed when the training provider requires a fee for application or an exam. Documentation from the training provider stating the exam or application fee is required must accompany the Supportive Services Payment Form.

Medical Testing Fees are provided if the training provider requires the medical testing to participant in training. Documentation of the training provider's requirement must accompany the Supportive Services Payment Form.

Clothing Assistance is provided when the clothing items, including footwear, are determined necessary for the participant to participate in employment or training

services. A detailed case note must be entered outlining the necessity of the items purchased and link the items to the activity in which the participant is enrolled as well as to the EP/ISS. Clothing assistance is limited to $500 per participant per program year. Submit a screenshot or copy of the case note with the Supportive Services Payment Form.

No makeup, hair accessories, or personal hygiene items are allowed.

Tools or Equipment can be provided as an "other" supportive services. Verification that the specific tools or equipment are required by the employer or training provider must accompany the Supportive Services Payment Form.

Rent Assistance or a House Payment may be allowed as an "other" supportive service. The participant must indicate a need for the assistance. Rent assistance or a house payment is limited to one time per household, per program year, and may not exceed one month. Deposits are not allowable because these are refunded back to tenants in some instances. Payment of late fees or interest charges are also not allowable. Documentation must accompany the Supportive Services Payment Form. Allowable forms of documentation include:

- Copy of lease with participant's signature;
- Documentation from the lending institution listing the monthly amount due and the participant's name;

In the event the participant is not named on the documentation, an applicant statement describing the relationship between the participant and the person named on the lease or loan is required.

Gas or Electric Utilities Assistance is allowed when a participant can indicate a need. Gas or electric utilities assistance is limited to one timer per household, per program year, not to exceed one month. Deposits or start-up costs are not allowed. Documentation or the expense must accompany the Supportive Services Payment Form. Required documentation includes:

1. Shut-off Notice **and**
2. Case note documenting the participant attempted to receive this assistance elsewhere but was determined ineligible.

Car Insurance is allowed if a linkage to a WIOA-approved activity exists and is documented in a case note. The participant must indicate a need. Car insurance assistance is limited to one time per program year and only for start-up costs and one month premium. No pre-payment of premiums is allowable. Required documentation includes:

1. Copy of title or registration showing that the client or their parent/guardian legally owns the vehicle; **and**
2. Invoice from the insurance provider.

Laptop Purchases require documentation from the training site that the participant must provide their own laptop at the training facility for in-person classes. The maximum

assistance for a laptop is $400 and is allowed one time per participant. Online programs of study are not eligible for laptop purchase assistance.

Luxury items are **not** eligible as a supportive service. Examples of luxury items include:

- Telephone services
- Internet
- Cable service
- Air conditioning for home or vehicle.

Needs-Related Payments

The Workforce Development Board of North Missouri has elected not to provide Needs-Related Payments (NPRs) to any recipient of WIOA Title I funded services, including Adults, Dislocated Workers, and Youth.

Needs-related payments are defined as supportive services paid to participants enrolled in a training program who have exhausted or are ineligible for UI. NPRs are issued as stipends to replace missing wages. Waivers for NPRs may be considered and should be submitted to the Executive Director of the WDB.

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.

For example:

- The customer is enrolled in Trade Act and WIOA. The customer is attending Trade Act approved training. If the customer travels more than 50 miles one-way between their residence and a training facility, Trade Act allows for transportation reimbursement of $0.50 a mile with a maximum payment of $57 a day. The customer travels 100 miles and is in Trade Act approved training; therefore, the transportation reimbursement is $50 (100 miles @ $0.50). Local WIOA funding is not used since Trade Act already reimbursed the full mileage.
- The customer is enrolled in Trade Act, WIOA, and a NEG. The customer travels 35 miles one-way; therefore, Trade Act will not pay this expense. Local WIOA policy allows for reimbursement of $0.25 a mile up to 100 miles. If all of the stipulations of the Policy are met, WIOA would then pay $17.50 (70 miles @ $0.25).

Pell Grant

The current related OWD Issuance addresses the “Coordination of all Workforce Innovation Opportunity Act (WIOA) Title I-B programs with programs under Title IV of the Higher Education Act including the Pell Grant Program.” This Issuance should be adhered to when determining funding including Supportive Services.

- Duplicate payments must be avoided when the customer is eligible for both WIOA and other assistance.
- The mix of funds should meet the needs of the customer and be determined based on the availability of funding for either training costs or supportive services so that the training can be completed successfully.
- Simply reducing the amount of WIOA funds by the amount of Pell Grant funds is not permitted. The North Region will obligate funding based on budgets and customer's unmet need.

Non-WIOA Funding

The Board may make available funds from other programs/funding sources outside of WIOA for supportive services. These funds may have different funding limits than WIOA and should be utilized prior to the use of WIOA funds. If the maximum funding is reached for a non-WIOA program/funding source operated by the Board, staff may request to use WIOA funds in addition to the non-WIOA funds. To request this, staff must provide a written request to the WDB Executive Director seeking approval by outlining the participant's need, explaining the amount necessary for the participant to be successful as well as listing the other funding sources being utilized. A determination will be made in writing approving or denying the request.

Case Management

Although the participant's needs may change, the mandatory initial case notes should outline the plan for supportive services. If the need for supportive services changes during participation, the change should be documented through case notes.

When a need for supportive services is indicated and a determination to provide them has been obligated, a funded services case note must be posted to the statewide case management system. The case note must provide the information required by state issuance.

Once the expense is incurred, the appropriate OWD activity code must be opened on the date the cost was incurred in the statewide electronic case management system. A corresponding case note dated when the cost was paid should also be posted in the state case management system. The supportive service payment case note should include:

- The type of supportive service
- Date of payment
- Amount of payment
- Funding source

Costs incurred prior to program enrollment are not allowable. All documentation must support the service dates being funded. All appropriate support documentation and the accompanying Supportive Services Payment Form must be maintained in the customer's file in the manner described by OWD issuance.

The Workforce Development Board of North Missouri is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can dial 711. This information can be translated into another language if requested. Please contact the WDB Office for translation assistance.

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