

Saint Louis County Workforce Development Supportive Service Policy
DWD Issuance 13-2017

I. Background

According to DWD Issuance 13-2017, Supportive Services is defined as, “Services necessary to enable an individual to participate in activities authorized by WIOA Title I.” In accordance with this Issuance, the Saint Louis County Workforce Development Area has revised their Supportive Service Policy.

II. Supportive Service Description

Supportive Services may include but are not limited to: transportation, childcare, dependent care, housing, needs-related payments, testing fees, linkages to community services, post-secondary books, post-secondary fees, work attire or uniforms, work-related tools, reasonable accommodations for individuals with disabilities and emergency aids, **and anything that would cause a participant undue hardship and become a barrier to their participation and completion of the program.**

A. Transportation Supportive Services:

1. Mileage reimbursement will be provided at the full IRS mileage reimbursement rate. No other vehicle expenses and/or mileage will be made. **IRS mileage reimbursement rate information can be found at: <https://www.irs.gov/tax-professionals/standard-mileage-rate>.**
2. Bus Tickets are allowed.
3. Gas cards will be awarded (to be determined by eligibility circumstances and documentation) in the amount of \$150 maximum per quarter and a \$600 yearly maximum per client. No third party fees will be paid. Gas cards are only allowed for gas only purchase. According to St. Louis County Human Services Procurement Guidelines no third party fees or activation fees will be paid. Supportive Service request will need to be submitted for this guideline.

Procurement of gas cards will be done by St. Louis County Division of Workforce Development sub-recipients and must follow the Department of St. Louis County Human Services Procurement Policy.

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

- B. **Childcare Supportive Services** will be based on the Missouri Department of Social Services. Missouri Department of Social Services information can be found at: <https://apps.dss.mo.gov/childcarerates/>.
- C. **Needs-Related Supportive Services** are only available to Adults, Dislocated Workers, and Youth participants who are currently participating or enrolled in a training program. The payment is only allowed to enable them to participate in the training. Individuals who require a Needs-Related Supportive Service but have not begun training must be scheduled to begin within the next thirty calendar days.
- Adult and Youth customers requesting Needs-Related Supportive Services must meet all of the following criteria:
 - Unemployed
 - Not qualified for or ceased qualifying for unemployment insurance compensation
 - Enrolled in an eligible WIOA training service
 - Dislocated Worker customers requesting Needs-Related Supportive Services must meet all of the following criteria:
 - Unemployed
 - Not qualified for or ceased qualifying for unemployment compensation or Trade Readjustment Allowance under Trade Adjustment Assistance (TAA)
 - Enrolled in a eligible WIOA training service
 - ✓ By the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a Dislocated Worker
 - ✓ After the 13th week or if later, by the end of the 8th week after being informed that a short-term layoff will exceed six months
 - ✓ Did not qualify for unemployment insurance compensation or Trade Readjustment Allowance, but is enrolled in a program for training services authorized by WIOA Sec. 134©(3).
- D. **Emergency Aid Supportive Services** are a one-time expense paid to allow an individual to continue participating in WIOA activities. These expenses include but are not limited to; payment of utility bills, car insurance, rental payments, etc.
- E. **Reasonable Accommodations Supportive Services** are available for individuals with disabilities. If staff document the participant needs the technology or equipment to participate in WIOA Title I activities and is unable to obtain it from other resources.

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

III. Supportive Service Funding Levels

Saint Louis County Local Workforce Development allow \$1,000.00 (one thousand dollars) per calendar year (**starting at the first date of participation in the program**) per participant. Due to the amount of \$1,000.00 per participation year, the size of the Local Area, and large customer base, this amount cannot be exceeded under any circumstances **unless first authorized by the Division Director of Saint Louis County Workforce Development**. In all cases, the extent of Supportive Services provided will vary based upon the availability of funds and resources.

Needs-Related Payment Supportive Services levels for Adults and Youth follow the same \$1,000.00 allowance per calendar year (**starting at the first date of participation in the program**) per participant. However, Dislocated Worker Needs-Related Payment Supportive Services levels may not exceed two possible levels. If the individual is eligible for unemployment insurance compensation resulting from qualifying dislocation, the payment may not exceed the applicable weekly level of unemployment compensation. If the individual didn't qualify for unemployment compensation resulting from the qualifying dislocation, the payment cannot exceed the poverty-level for an equivalent period. The current calendar year HHS Poverty Guidelines must be used to make this determination.

Trade Act Program individuals must use that funding source prior to WIOA Title I funds. If the required resource is not covered by the Trade Act Program, WIOA Title I funds may be used to satisfy the need.

Funding for Regional Dislocated Worker Grants are not included in this policy. Should the need arise, a Supportive Service Policy will be developed in conjunction with the other Local Workforce Development Area(s).

Individuals who have received Supportive Services from other Local Workforce Development Areas during the same calendar year, may be eligible for Supportive Services from the Saint Louis County Local Workforce Development Area. To determine the potential funding level, the amount of Supportive Service from the other Local Workforce Development Area should be subtracted from Saint Louis County's annual allowance. For example, if the participant received \$500.00 in Supportive Service from another Workforce Development Area within their program year i.e., (**starting at the first date of participation in the program**) per participant, then the participant will only be eligible to receive \$500.00 in Supportive Services for the remainder of their program year from Saint Louis County Workforce Development.

IV. Supportive Service Procedures

Supportive Services are not an entitlement. Supportive Services are a method to assist individuals with their participation in WIOA Title I activities only. All Supportive Service

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

payments will be made on a case-by-case basis when deemed necessary and reasonable. All staff should follow the steps below prior to the provision of any Supportive Service.

Prior to Supportive Service Approval

1. During the entire process, staff must provide accurate information to the individuals regarding Supportive Services.
2. The participants enrollment in WIOA Title I must be verified.
3. Staff should review the State MIS system to verify if the individual received Supportive Services from any other Local Workforce Development Area during the participant's program year i.e., **(starting at the first date of participation in the program)**.
4. Documentation must be secured that verifies the Supportive Service need is necessary for participation or program completion in WIOA Title I funded activities.
 - a. Documentation from an employer listing required items.
 - b. Documentation from a training provider listing required items.
 - c. Other documentation that verifies need and coincides with amount requested.
5. The individual and staff must explore all other resources including but not limited to financial aid, community agencies, pro bono services, statewide organizations, local organizations, and other government assistance. The Saint Louis County Local Workforce Development Area has a Resource Guide that must be utilized in conjunction with other resources (i.e., internet, alternate resource guides and materials).
6. Once every attempt to find other resources has been met, the participant may be considered for Supportive Service assistance. Please note, staff must fully document all their attempts to locate alternate resources with a Case Note in the State MIS system. The case note must also detail the specific type of Supportive Service requested, the justification of the need for the Supportive Service, the amount requested, and the duration/timeframe of the Supportive Service.
7. The Supportive Service request form must be submitted for approval to Saint Louis County Local Workforce Development prior to any remittance of Supportive Service payments.

After Supportive Service Approval

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

Staff must document the approval date, type of Supportive Service approved, approved amount, disbursement date, method of disbursement, and a 'running total' of the Supportive Services provided based upon the participant's program year i.e., **(starting at the first date of participation in the program)**. This information must be placed in a case note in the State MIS system at a minimum.

Staff and the participant must complete and sign the 'Applicant Supportive Service Statement.' This form acknowledges the individual's receipt of the Supportive Services. This form must be completed within 3 business days of receipt of Supportive Services. Once the form is completed in its entirety, it must be placed in the participant's file.

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

SUPPORTIVE SERVICE TRANSMITTAL FORM

Submission Date: _____

Partner Name: _____

CUSTOMER INFORMATION:

Customer Name: _____

App ID #: _____

INTENSIVE/TRAINING ENROLLMENT:

WIOA ITA Recipient: Y/N _____

Non-WIOA Recipient: Y/N _____

Adult _____ DW _____ Youth _____ Dual Enrollment _____

SUPPORTIVE SERVICE REQUEST:

Has the Customer previously received Supportive Services from Saint Louis County or any other Region?

Y/N: _____ Amount Received: _____ Date Received: _____ Purpose: _____

Amount Requested: _____

Purpose: Work-related _____ Education Related _____ Needs Related _____ Emergency Aid _____

Explanation: _____

ST. LOUIS COUNTY AUTHORIZATION ONLY:

Approved: _____ Approval Date: _____ Denied: _____ Denial Date: _____

Committee Comments: _____

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

SUPPORTIVE SERVICE APPLICANT STATEMENT

I HEREBY CERTIFY, UNDER PENALTY OF PERJURY THAT

I _____

received _____

for _____

I attest that the information stated above is true and accurate. I understand that if the above information is misrepresented or incomplete, it may be grounds for immediate termination and/or penalties as specified by law.

Applicant's Signature

Date (MM/DD/YYYY)

Applicant's Printed Name

Applicant's Address

STAFF USE ONLY

The above applicant statement is being utilized for documentation of supportive services:

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.

Staff Signature

Date (MM/DD/YYYY)

St. Louis County Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1 for Relay Missouri.