

St. Charles County Region

Updated June, 2019

ST. CHARLES COUNTY REGION

SUPPORTIVE SERVICE POLICY (UPDATED June, 2019)

The St. Charles Region defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under the Workforce Innovation & Opportunity Act (WIOA) and administered through the St. Charles Workforce Development Board. Per guidance from DWD Issuance 13-2017, this policy provides guidelines for administering local Supportive Service which can be provided, when funds are available, to enable individuals to participate in WIOA career or training services.

Needs-Based Analysis

Individuals must request Supportive Service payments for specific needs. WIOA programs are not an entitlement; therefore, Supportive Service payments are on a case-by-case basis, and only when determined necessary and reasonable. The extent of Supportive Services provided will vary based on the customer's needs, and the regions availability of funds and resources. All Supportive Services will be approved on a case-by-case basis. Payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA training activity.

WIOA Supportive Services are important to the success of many WIOA participants and are based upon individual need. However, all other alternate sources of funding must be sought first, and every attempt to find other Supportive Services sources leading to the determination to use WIOA funding, must be documented in the case notes for the participant.

Examples of possible community resources:

- Faith-based organizations;
- Non-profit organizations;
- Women's shelters;
- Clothes closets;
- Pro bono medical, dental, and legal services (may or may not need to be accessed through an organization);
- Government assistance such as: United Way, Mers Goodwill, Salvation Army, etc

Supportive Services

When funding permits, the St. Charles Region may pay the following types of supportive service:

- Transportation
- Needs-related payments
- Work attire
- Work-related tools
- Testing fees
- Emergency aid
- Other assistance approved on a case by case basis to allow program participation

Needs-Related Payments

Needs-related payments can be provided only to Adults, Dislocated Workers, and Youth to enable participation in training. They must be currently participating or enrolled to commence the training program within the next 30 calendar days.

Eligibility requirements for Needs-Related Payments for Adults and Youth:

- Must be unemployed; *and*
- Not qualified for, or ceased qualifying for Unemployment Insurance (UI) compensation; *and*
- Must be enrolled in an eligible WIOA training service

Eligibility requirements for Dislocated Workers:

- Must be unemployed; *and*
- Not qualified for, or ceased qualifying for Unemployment Insurance (UI) compensation Trade Readjustment Allowance under Trade Adjustment Assistance; *and*
- Must be enrolled in an 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; *or*
 - 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; *or*
- *Did not qualify* for UI compensation or Trade Readjustment Allowance, but is enrolled in a program for training services authorized by WIOA Sec. 134(c)(3).

Needs-related payment levels: Local WDB policy sets the needs-related payment level for Adults and Youth participants. (In the case of a statewide project, the State Workforce Board

sets the Adult payment level.) For Dislocated Workers, payments may not exceed two possible levels.

- If the participant is eligible for UI compensation resulting from the qualifying dislocation, payment may not exceed the applicable weekly level of UI compensation.
- If the participant did not qualify for UI compensation resulting from the qualifying dislocation, then the payment cannot exceed the poverty level for an equivalent period (using the U.S. Health and Human Services poverty guidelines for the current calendar year). The Local WDB also must adjust that poverty level, to reflect changes in total family income, to ensure the actual amount of payment conforms to the Local WDB's LWDA Supportive Service Policy.

Emergency Aid

Emergency Aid is a one time or rare expense paid to allow a participant to continue participating in WIOA activities such as school, work experience, or On-the-Job Training (OJT). Emergency aid 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 entering it directly into case notes, unless it 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 of the information; how it is related to employment and/or training; and identify the secure location of the complete explanation (usually, the "confidential file").

Trade Act Funding

When a participant is enrolled in the Trade Act Program, this funding source must be utilized prior to WIOA funding. If the participant requires resources not covered by the Trade Act Program, local policy must be followed to provide these wrap-around services.

National Dislocated Worker Grants (DWGs)

This resultant regional policy will apply only to that specific DWG, and is an attachment to other planning documents during the "Project Planning Period" of the DWG. In the case of a disaster-related DWG, grant-specific statewide Supportive Services instructions will be issued.

Case Notes

All Supportive Services must be documented in the statewide electronic case management system and include at a minimum all of the following:

- The type of Supportive Service paid (e.g., transportation, childcare, etc);
- The amount paid for the Supportive Service;
- The timeframe or duration for which the Supportive Service was paid;
- The justification of need for the Supportive Service; and
- Documentation of the lack of availability of alternatives or other community resources

In all cases, staff must review case notes prior to making any Supportive Service payments to avoid duplicate payments.

Documentation Requirements of the Participant

A signed agreement requesting Supportive Services and agreeing to the terms will be kept in the participant's file.

Caps

The Region will cap the following specific supportive services:

Transportation – Mileage

If/when the region pays mileage; it will pay a flat rate of *\$20 per day* for every day the participant is to attend the WIOA activity.

Annual Cap of Combined Supportive Service

Each supportive service will continue as long as all original eligibility requirements remain in place (e.g., continued participation in a WIOA activity, continued demonstrated need, etc). However, the Region may stop or reduce supportive service payments due to limited local funds or a change in the participant's need.

The Region will cap the annual dollar amount that can be paid to any individual participant for all supportive services to no more than \$8,500 per year per participant.

In rare instances, this cap may be waived by the Director of the local WIOA Region. The procedure to pay supportive services beyond the capped amount includes the participant submitting a written justification prepared by the staff and placed in the file that would justify such a waiver. The participant must be making progress in the program and maintain regular contact with their designated case manager. Once the written statement is received, the Director must ensure the availability of funds before approval of the requested waiver. The waiver will be approved for a specific time period or dollar amount.

Supportive Services Paid By Other Regions

Staff will review the customer's Supportive Service payments in the case management system. All Supportive Service payments will be calculated prior to authorizing additional funding, regardless of the Region making the payments. Prior supportive service will be used to determine local funding limits.

If a Local WDB enters into a subcontract with a service provider for Supportive Services, the local policy must require the subcontract to stipulate that the service provider must comply with the Uniform Guidance (2 CFR Part 200).

**Notification of Supportive Service Payment
And Agreement Contract**

As of (date) _____, you are eligible to receive a Supportive Service Payment during your training, provided you remain active in _____.

You are eligible to receive \$_____ per participation day until further notice for _____ Supportive Service and/or a one-time payment of \$_____ for _____ Supportive Service.

This amount will be available to you while in training. Please understand that Supportive Service Payments may stop at any time due to limited funding levels, poor attendance in your training program, lack of progress toward completion or other reasons as approved by management of the St. Charles Region’s Workforce Innovation & Opportunity Act.

Additionally, your need for Supportive Service Payments can be re-evaluated at any time in order to determine your ongoing need for Supportive Service Payments if your situation changes or in a subsequent Workforce Investment Act Program Year.

I, _____, a participant in the Adult, Dislocated Worker or Youth Program, agree to the provisions listed above. I also agree that the information I provided to determine my need for Supportive Service Payments is correct and that I have investigated other resources. I know that penalties are prescribed by law for willful misrepresentation or concealment of facts in order to obtain Federal funds for which I am not eligible.

I agree to attend the training facility/employer as assigned and do my best to complete. Upon completion, I intend to seek and accept employment in the field for which I was trained. I understand that it is my responsibility to communicate with my Career Consultant every two weeks to verify my continued attendance in order to receive a Supportive Service Payment. Communication can be through email, phone or in person.

Participant Signature and Date

Career Consultant and Date

Participant phone &/or email

Career Consultant phone &/or email