

search methods should be utilized to give the customer the best options for success. MCS will be used as the primary job search method. Staff will instruct the customer on how best to use MCS and the many features offered to a job seeker. Features including job banks; searching for related objectives/goals; broadening the geographic search area; and the use of keywords increases the customer's chance for successful employment. Job referrals should be made in accordance with the Labor Exchange Policy Manual December 2009.

E. DISCUSS INTENSIVE AND TRAINING SERVICES

1. Classroom Training

Individual training accounts (ITAs) will be utilized as the method for funding classroom occupational skills training costs. Based on reasonable and best cost for training in a particular course of study the staff will provide a training voucher which will provide a maximum amount available for tuition and for related education costs (e.g., books, fees) for billing period. Classroom training limits are \$7,500 for medical related occupations per program year and \$5,000 for non-medical related occupations per program year. It is mandatory that the entire course of study be completed in two years or less.

In the South Central Region, it will be required that a funded course of study result in a certificate or degree outcome. A participant must be able to test into the course of study, using the National Career Readiness Certificate assessment, to obtain a training voucher. Training vouchers will not be issued for repeat course work if the course was originally funded by the South Central Region. Each training program must be approved by the WIB Compliance Manager every two years, using the criteria approved by the Board. A training provider is entitled to an appeal if it can demonstrate that the Compliance Manager did not consider all the facts or that the decision is not consistent with the facts regarding job openings, placements, and or provider performance. In the case that a training provider makes an appeal to the SCWIB, the role of the SCWIB will be to evaluate the information provided to determine if certain courses will or will not be excluded.

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

2. Intensive Services

Before a customer can receive WIA Intensive Services, it must be noted in Toolbox case notes that the customer has been determined to need WIA Intensive Services. Funds allocated to a local area for adults and dislocated workers shall be used to provide intensive services to adults and dislocated workers who are unemployed and are unable to obtain employment through core services provided under paragraph and who have been determined to be in need of more

SOUTH CENTRAL REGION

SUPPORTIVE SERVICES POLICY

Supportive services for adults and dislocated workers are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3). They include services such as transportation, child care, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under WIA Title I. All WIA Intensive and Training participants will attend a budgeting workshop prior to receiving any financial assistance or supportive services from the South Central Region. Participants will need to complete all necessary forms that are required for supportive services.

Supportive Services for Adults and Dislocated Workers

Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow up services under the Workforce Investment Act (WIA) when individuals are unable to obtain supportive services through other programs providing such services. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location. Participants that choose to attend training institutions outside of the local community, when the training they are receiving is available within the local community, shall receive fuel allowance as if they were attending training in the local community.
- Fuel allowance is only payable for 12 calendar weeks during each program year.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the South Central Workforce Investment Board (SCWIB) for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes customers who need assistance getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Maximum allowable child care payments are: \$15.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child Care Release form for any and all child care providers. All payment for child care will be made directly to the child care provider. All charges must be submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$15.00 per day. See above procedures.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the note section of Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance, cannot exceed 3 months per household per year, and must complete the "Rental Agreement Verification" form; or emergency utility needs (left to the discretion of the Functional Leader);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments cannot exceed \$300 per year and can only be paid one month at a time. Policy must have been in effect for a minimum of 6 months prior to payment, policy number must be provided.
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.