



408 Washington Avenue, West Plains, Missouri 65775 ❖ Phone 417-257-2630 ❖ MO Relay 711

Effective: July 23, 2024

Subject: QUEST Local Supportive Service

1. Purpose: This policy is written to provide guidelines on local supportive service limits and requirements. Reference: OWD's most current policy on Statewide Supportive Services.
2. Background: Supportive services are allowed by Federal Law, Federal Rules, and State Issuance.

Supportive services may only be provided to individuals who are:

- Participating in career or training services as defined in WIOA secs. 134(c)(2) and (3); and
- Unable to obtain supportive services through other programs providing such services.
- Supportive services only may be provided when they are necessary to enable individuals to participate in career service or training activities.

This policy is necessary to further define the limits and requirements for supportive services in the South-Central Region. All need for supportive services must be documented in MoJobs and addressed on the Employment Plan. Case Notes must be completed on all services provided.

3. Substance:

There is a \$1,000 maximum allowable limit for supportive services funds per customer, per program year.

Needs-Related and **Stipend** Payments are not provided.

- Transportation allowance
 - \$0.25 per mile is allowed for participants traveling more than 20 miles round trip with a maximum amount of \$50 per day.
 - Transportation allowance will be determined using MapQuest or other standard program from the participants' home address to the activity location.
 - Participants who choose to attend activities outside of the local community when the same activities are provided within the community will not be eligible for a transportation allowance.
 - Documentation of insurance coverage is required prior to transportation allowance payments.
- Childcare assistance
 - Childcare assistance is limited to \$25.00 per child, per day.
 - All participants must first seek assistance from Child Care Services. If the participant is denied by Child Care Services or is responsible for co-pay childcare assistance is allowable up to the limits above.
 - Childcare assistance is paid directly to the provider and is limited to Child Care Services approved providers only.
- Testing and Certification Fees
 - Limited to \$500.00 per program year.

All items listed below must have prior approval from the WIB Executive Director before the service is provided.

- Emergency Aid
 - Vehicle Repair
 - Limited to \$250.00 per program year.
 - Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
 - Vehicle Insurance
 - Limited to \$300.00 per program year.
 - Only payable for three months per program year.
 - Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
 - Clothing
 - Must be training or work related.
 - Limited to \$200.00 per program year.
 - Temporary Shelter/Housing/Utilities
 - Limited to \$1000.00 per program year.
 - Medical Assistance
 - Limited to \$200.00 per program year.

Exceptions to the allowable amounts above may be approved by the WIB Executive Director.

- Exceptions to this policy must have prior written approval of the WIB Executive Director.
- Staff must provide the WIB Executive Director with justification for exceeding the allowable amount.
- Coordination of payments with other workforce regions must be completed prior to making payment to ensure non-duplication of services. Staff will review the customer's electronic case-management 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.
- Supportive services are based on individual need and all of the individual's resources must be considered and documented in the statewide case-management system prior to making payment.
- Supportive services are WIOA funded only when these services are not available through other agencies and that the services are necessary for the participant to participate in Title I activities.

Contact: Please direct comments or questions regarding this policy to info@scwib.org