

## Attachment 2

According to State policy, the WIB will adhere to the following guidelines as outlined under DWD Issuance 12-2010 in regards to eligibility for Supportive Services:

**This Policy applies to:**

Adult and Dislocated Worker programs  
Youth program  
National Emergency Grant (NEG)  
Rapid Response/Additional Assistance

**Supportive Services are only to be provided to customers who:**

Are participating in core, intensive, or training services;  
Are unable to obtain Supportive Services themselves or via their support network;  
Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and  
Demonstrate a need for assistance to enable him/her to participate in Title I activities.

The following are types of Supportive Services available to customers. These services can only be provided after it is proven necessary to enable him/her to participate in WIA funded activities.

Examples include, but are not limited to:

Work attire or uniforms;  
Work-related tools;  
Work-related equipment;  
Instructional materials;  
Testing fees;  
Meals;  
Haircut;  
Drug testing;  
Criminal background checks;  
Transportation (bus tickets);  
Linkages to community services;  
Referrals to medical services.

The customer must provide, in writing from the employer or training provider, the need for the requested supportive service. The written request should be given to the approving manager.

No specific caps are put on individual services, but the cost must be reasonable for the area in terms of price and quality.

The maximum dollar amount per individual is \$500 for the training period. If a special project or initiative requires funding above this limit, the Executive Director can, and must, give approval for the increased amount. The special request should be put in writing to the Executive Director.

Staff will review Toolbox to obtain any information on a customer's Supportive Services from another region. All Supportive Service payments will be calculated prior to authorizing additional funding, regardless of the Region making the payments.

Supportive Services are based upon individual need and all of the individual's resources must be considered prior to making these payment(s). All Supportive Service payments must be noted in Toolbox.

For those eligible under Trade Act, that funding should be used prior to any WIA funds being used. If there are ineligible Trade Act expenses that are needed, then WIA can be used if the Supportive Services Policy is followed.

Due to limited funding, the WIB rarely provides needs-based payments to participants, and if it is used, the amount is no more than \$15 per day for a maximum amount of \$500, which is approximately 6 weeks.

Needs-related payments can be provided to Adults and Dislocated Workers to enable them to participate in training; and may also be provided to a customer who will begin a training program within thirty (30) calendar days. The law does not include needs-related payments in the list of Supportive Services that an eligible Youth can receive. An Older Youth (eighteen (18) years or older) who is enrolled in training and has been determined to be in need of a needs-related payment(s), should be enrolled in the WIA Adult program in order to receive the payments.

**Eligibility requirements for Adults:**

Must be unemployed;

Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and

Be enrolled in an eligible WIA training service.

**Eligibility requirements for Dislocated Workers:**

Must be unemployed;

Not qualify for, or ceased qualifying for UI compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; and

Be enrolled in an eligible WIA training service by:

- The end of the thirteenth (13th) week after the most recent layoff that resulted in unemployment; or
- After the thirteenth (13th) week, but by the end of the eighth (8th) week after being informed the short-term layoff will exceed six (6) months.

Needs-related payments cannot exceed the applicable weekly level of UI compensation. If the customer didn't qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in total family income.

The maximum allowed for these services is based on individual participant needs, the availability of funding, and the outlook for success. Support services and needs-based payments have been provided on an as-needed basis for active Career Center clients who have not exited from Toolbox. Non-monetary supportive services will be provided to those clients who have already

exited, working or not. In addition, staff will refer all clients, who have need, to community resources, including faith-based organizations, prior to using WIA funding. Staff and clients use the United Way 411 service, which acts as an information hotline for people needing social services. Staff members also have direct contacts with medical clinics, food pantries and a variety of other social service agencies.

Through the **Youth Programs** subcontractors of the City of St. Louis WIB, supportive services are provided to assist youth in overcoming employment barriers. Such supportive services include transportation assistance (bus tickets), childcare/dependent care assistance or referrals, housing assistance referrals, TB testing and payment assistance for official documents (such as birth certificates, State IDs, etc.) and other services and referrals to agencies that can assist customers with support that the WIB is unable to offer, using the aforementioned United Way 411 service. Supportive services are offered based on individual need and are capped at \$500.00 annually, unless the Executive Director approves an increase amount based on a special project/initiative.