



**KANSAS CITY & VICINITY  
WORKFORCE DEVELOPMENT BOARD**



Serving the city of Kansas City, Mo. and Cass,  
Clay, Platte, and Ray counties.

The Full Employment Council, Inc. (FEC) is the fiscal  
agent and workforce support organization for the  
Kansas City & Vicinity Workforce Development Board.

**Workforce Innovation and Opportunity Act (WIOA) Policy**

**SUPPORTIVE SERVICES FOR WIOA DISLOCATED WORKER AND WIOA ADULT PROGRAMS**

**POLICY NUMBER: 2017-041, Modification 5**

**EFFECTIVE DATE: 8-01-2017**

**MODIFICATION DATE: 3-9-2021**

**APPROVED BY**

*Clyde McQueen*

3/10/2021

Clyde McQueen, President/CEO  
Full Employment Council, Inc.,  
Managing Entity/Fiscal Agent  
East Jackson County Workforce Development Board

**INQUIRIES**

Questions about this issuance should be addressed by email to Andrea Robins, Sr. Director of Planning, Compliance and Management Systems at [arobins@feckc.org](mailto:arobins@feckc.org), who shall disseminate the agency response after consultation with Workforce Development Board Officers.

**PURPOSE**

The purpose of this issuance is to establish guidelines and for WIOA Adult/DLW Supportive Services practices, post-employment and for outcomes. This policy is a required statutorily required policy, and replaces Full Employment Council (FEC) Issuance No. 2017-018, Modification 4.

**BACKGROUND**

The provision of Supportive Services is an integral component of WIOA services. Supportive Services may be provided, based upon demonstrated need and when no other support is available, when a customer is enrolled in the WIOA program or other discretionary program. This policy is based on Missouri Office of Workforce Development (OWD) Policy No. 13-2017, Statewide Supportive Services Policy. This Issuance also references OWD Policy No. 04-2018, Participant Activity Codes, Durations, and Definitions. The reader is directed to review other Issuances for Supportive Services administered under discretionary programs, which may differ from WIOA program requirements.

**WIOA SUPPORTIVE SERVICES POLICY**

**POLICY NUMBER: 2017-041, Modification 5**

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**Attachment A: Missouri Office of Workforce  
Development (OWD) Issuance No. 13-2017, Statewide  
Supportive Services Policy**

**Attachment B: Listing of Available Supportive Services**

## POLICY

This issuance will follow OWD Issuance No. 13-2017 and No. 04-2018, Statewide Supportive Services Policy, or other current guidance on the topic located at <https://jobs.mo.gov/dwdissuances>

Supportive Services are defined as those services which are necessary to enable an eligible customer to participate in employment and training activities, and are available to WIOA **enrolled** customers participating in employment and training activities. Supportive services payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA activity.

All Supportive Services must be based on documented need by the customer, and the customer must be in need of the support service in order to continue training or to retain employment. The need for Supportive Services should be documented in each customer's Employment Plan and in MOJOBS case notes. This issuance establishes the categories of support services and the maximum amounts available. Funds WILL NOT be used to pay for child care, auto repairs, utilities or rent, penalties, restitution, taxes, or bad debts or incentive payments for adults and dislocated workers. Referrals will be made for childcare needs.

Referral to Other Agencies for Supportive Services: Only Supportive Services, which cannot be provided by the customer themselves or through other agencies that provide these services, will be submitted for approval for payment through FEC. Documentation of referral to other agencies must be included as a case note in the MOJOBS Service Notes. The MOJOBS service referral tab will be used to refer customers to other agencies, which provide supportive services needed, by customers. The following website provides staff the ability to make such referrals: <http://mo.servicesnavigator.org/>.

### **I. SUPPORTIVE SERVICE POLICY**

**A. Need Determination:** The need for supportive services is identified by the Career Development Executive (CDE) based on individual one-on-one interviews with the customer conducted as part of their **initial** assessment. Supportive Service payments enable customers to successfully complete employment programs. The need for the supportive service must be documented in the customer's Employment Plan and as a case note in MOJOBS Service Notes. The extent of Supportive Services provided will vary based upon specific needs of each participant. Participants must request Supportive Services for specific needs. For Supportive Services that have a duration, **such as the bus pass or Quik Trip gas card**, the justification of need must be established on an ongoing basis as the customer receives the Supportive Service.

#### **Sample Assessment of Need:**

1. What is the customer's mode of transportation? Can they benefit from obtaining a bus pass? **Individuals who receive bus passes are not eligible to receive gas transportation assistance. \*The Career Development Executive and customer should develop a transportation strategy plan while assessing the customer's needs prior to participating in employment or enrolling in classroom training. This will determine if the customer is in need of bus passes or gas cards.**

2. How many days per week is the customer scheduled to work or to attend training?  
*Transportation assistance will only be given for scheduled work or training days.*
3. The CDE should inquire, and document, that the customer has no access to other resources.
4. After a determination has been made by the Career Development Executive as to which transportation assistance the customer selects (monthly bus pass or gas transportation assistance), the following steps should be taken:
  - Each customer should receive a Classroom Occupational Training (COT) orientation at least one week prior to the start of training.
  - Discuss with the customer the type of transportation assistance they will receive and the amount.
  - Give the customer a Classroom Attendance Timesheet and an explanation on how it is to be completed and signatures needed.
  - Underscore that job placement assistance is available through the Missouri Job Center and Full Employment Council.

A listing of Supportive Services offered by the Workforce Development Board will be distributed to customers who are enrolled in services and deemed eligible to receive Supportive Services, per State policy (Attachment B).

- B. Eligibility:** Supportive Services may be provided to customers who have been determined as eligible for Individual Career Services and training services if the need has been documented and the supportive service cannot be provided through another agency. This must be case noted in MOJOBS. Supportive Services are never stand-alone services, but always tied to an activity in the Employment Plan. Customers not enrolled in WIOA at the individualized career services or training services level may NOT be issued WIOA funded supportive service payments.
- C. Referral to Other Supportive Service Providers:** The MOJOBS service referral tab will be used to refer customers to supportive services not available through Full Employment Council. Staff will utilize the United Way, United Services Community Action Agency, Community Services League and Family Services Division. For United Way 211 referrals, information may be accessed at the 211 web site, at [www.unitedwaygkc.org/find-support/united-way-2-1-1](http://www.unitedwaygkc.org/find-support/united-way-2-1-1). A letter will be forwarded annually to United Services Community Action Agency and Community Services League regarding what supportive services are available through their agencies. WIOA funding is secondary to such community resources.
- D. Coordination with Trade Act Services:** 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.
- E. Maximum Amount:** The maximum amount of supportive services that a customer may receive during an enrollment period is **\$500.00**. This amount may only be exceeded if the need is determined and if approved by the FEC President/CEO or designee.

## F. Supportive Service Categories:

### 1. Transportation:

a. Training, Work Experience, On-The-Job Training : Customers enrolled in work experiences, or on-the-job training, or placed in unsubsidized employment may receive transportation assistance for up to 31 days or until receipt of first paycheck.

- **Bus Passes:** Bus passes may be issued to customers during the first 31 days of employment; during job search, and or during other circumstances as approved by the Manager. Bus passes can be extended every 31 days for up to 90 days with Manager's approval.
- **Gas Cards:** Quik Trip Gas Cards may be issued to customers who have obtained full time employment, work experience, or on-the-job Training for up to 30 days or until receipt of first paycheck. Cost may not exceed \$25.00 per week for up to 2 weeks. The need for gas cards must be documented in MOJOBS case notes and Individual Employment Plan.
- *Persons cannot receive both a bus pass and gas card for the same time period.*

b. Classroom Training: Customers enrolled in a non-wage paying Classroom Occupational Training programs are eligible to receive transportation assistance during the period of the classroom skill training up to the Maximum Amount.

- **Bus Passes:** Bus passes may be issued to customers to attend training. Bus passes can be extended every 31 days for the duration of the training program with Manager's approval.
- **Transportation Assistance (customers enrolled in classroom training):** Costs may not exceed \$25.00 per week and will be issued in the form of a gas card.
- Customers enrolled in Career Occupational Training must submit a classroom attendance timesheet to the Career Development Executive bi-weekly on the designated days with both the customer and the instructor's signatures.
- Customers will not receive transportation assistance on days not scheduled to attend class or during school hiatus (i.e., Christmas Break or Spring Break, etc.).
- *Persons cannot receive both a bus pass and gas card for the same time period.*

2. Work-related clothing, tools, and equipment: Enrolled customers may request work-related clothing. Equipment and tools can be requested, as identified by staff, as a requirement for the job. Customers may also request clothing needed for classroom occupational skill training (e.g. scrubs, steel toed boots, or uniform). All requests and reasons for requests must be documented in MOJOBS.

Unless approved by the President/Designee, no more than five (5) days of clothing should be approved for a customer including the following.

- 5 tops/shirts/blouses/sweaters
- 5 pants/jeans/slacks/skirts
- 1 pair of shoes
- 1 package of socks or hosiery
- 1 package of underwear
- 1 package of undershirts (white t-shirts)

**Medical Uniforms:** Limit of one (1) item for required medical equipment, and no more than 5 days of clothing. As needed by customer.

- 5 scrub tops
- 5 scrub pants
- 1 lab coat
- 1 pair of shoes
- 1 package of socks or hosiery
- 1 package of underwear
- 1 package of undershirts (white t-shirts)

3. **Relocation or Out-of-Area Job Search (Dislocated Workers Only):** A maximum of \$500.00 will be provided to *enrolled Dislocated Workers* for out-of-area job search costs and/or for relocation expenses, subject to fund availability. Relocation expenses will be paid if it is necessary for the customer to relocate in order to accept a job outside of the Kansas City & Vicinity or East Jackson County Workforce Development Areas and/or the Kansas City Metropolitan Statistical Area (Cass, Clay, Platte, Ray and Jackson Counties in Missouri and Wyandotte, Johnson, and Leavenworth Counties in Kansas). Out-of-Area Job Search assistance will include transportation (mileage or air fare) to interview for jobs outside of the Kansas City & Vicinity or East Jackson County Workforce Development area and/or Kansas City Metropolitan Statistical Area which exceed a distance of 150 miles one-way.

- G. Training and Employment Related Testing and Required Fees Category:** Employment related testing may include physicals, TB tests, drug screens, or other tests required by employers. Training and Employment Related Required Fees may be used for mandatory examinations fees, certification fees, background and fingerprinting expenses required by the State for licensing or licensing for national certification. **Maximum Amount for this Supportive Service is \$500.00.**

## **II. PROCESS FOR REQUESTING SUPPORTIVE SERVICE PAYMENTS**

### **A. Supportive Services Work Attire**

**STEPS TO REQUEST WALMART SUPPORTIVE SERVICE:** The following steps will be followed when submitting requests for Walmart support services to Fiscal Department.



***In all cases, Full Employment Council management and staff/contractor must review MOJOBS service notes prior to making any Supportive Services payments to avoid duplicate payments.***

**Statement of Need Documented in MOJOBS Casenotes and Employment Plan:**

Full Employment Council staff/Contractor will describe, in detail, the need for the support service and shall document the need in both MOJOBS case notes and the customer's Employment Plan in **MOJOBS**. The Employment Plan shall also identify the customer's employment goals, objectives and appropriate combination of services to achieve these employment goals. The support services must be necessary to achieve the goals and overcome the barriers identified in the Employment Plan. MOJOBS case notes must include at a minimum **all** of the following: the type of supportive service, the amount of supportive service paid, the time frame the supportive service was paid, the justification for the supportive service and the lack of community resources. The Supportive Service request shall be attached to a batch sheet.

**STEP 1: Career Development Executive initiates the Supportive Service and signs and attaches the request to a batch sheet which is submitted to manager or director for approval**

- Full Employment Council staff/Contractor will go online with customer to identify the items requested.
- The items should be added to the Walmart's online cart to generate a quote.
- The quote must be attached to the supportive service request which must include a detailed description of items requested.
- The quote and items should match the description listed on the website, the item number from the website, the quantity requested and the amount.
- **Only items in store will be purchased; if item is online but not in store, the item will not be purchased.**

**CHECKLISTS AND DOCUMENTATION:** The following checklists will be followed when submitting requests for support services to Fiscal Department.

*CLOTHING (MOJOBS CODE 185) is entered when customers picks up supportive service.*

- Supportive Services Apricot form print out
- MOJOBS Service Notes documenting need
- Proof of Employment or Program Participation (i.e. timesheet, job search log, training plan, verification of employment, or pay stub) or a memo from Workforce Development Executive or employment verification
- Itemized list of clothing to be purchased. No more than five (5) business days' supply of clothing:
  - 5 tops/shirts/blouses/sweaters
  - 5 pants/jeans/slacks/sweaters
  - 1 pair of shoes
  - 1 package of socks or hosiery
  - 1 package of underwear (white t-shirts)

*UNIFORMS (MOJOBS CODE 185) is entered when customers picks up supportive service.*

- Supportive Services APRICOT Form print-out
- MOJOBS Service Notes documenting need
- Proof of Employment or Program Participation (i.e. timesheet, job search log, verification of employment or pay stub), or a memo from Workforce Development Executive or employment verification
- Copy of Uniforms Voucher, Limit 1 item per required medical equipment. No more than five (5) business days' supply of clothing:
  - 5 scrub tops
  - 5 scrub pants
  - 1 lab coat
  - 1 pair of shoes
  - 1 package of socks or hosiery
  - 1 package of underwear (white t-shirts)



**STEP 2: The Career Development Executive submits the Supportive Service request to Director or Program Manager, who reviews and approves as appropriate. All requests must be submitted by Wednesday so that purchases can be made by the Financial Aid Support Specialist who purchases items on the scheduled Friday.**



**STEP 3: The Director of Career Services approves and forwards the request to the Financial Aid Support Specialist, who provides quality assurance review ensuring Officers' signatures are present.**



**STEP 4: The Financial Aid Support Specialist forwards the Supportive Service Request to the fiscal department.**

- Customer Services Specialist will make a shared tracking sheet so that FEC directors, managers and executive team will be able to see the number and location of requests made in order for the Customer Services Specialists to determine which Walmart store is closest to participants addresses.



**STEP 5: Every Friday the team will purchase items at Walmart, utilizing a credit card provided by the fiscal department for the sole purpose of supportive services purchases. Cards will be distributed by fiscal, designated purchasers will sign for the cards and submit a copy of receipt and itemized list to fiscal when purchases are made.**

- Customer Support Specialists meet participants at Walmart location closest to the participant.



- Items that are not in stock at the store **WILL NOT** be purchased.
- Once items are purchased, Customer Service Specialists will bring back copy of receipt and provide one copy for the Career Development Executive for participant's file and one copy for fiscal records.



**STEP 6:** A copy of the Supportive Services receipt is given to the Career Development Executive to be uploaded to participant's file, and a copy of the receipt is submitted to Fiscal.



**STEP 7:** The CDE adds the activity code and enters the case note in MOJOBS that participant received their supportive service.

### **III. REQUIREMENTS FOR THE LOCAL PLAN**

The Local Plan must include (Section VIII and Attachment 2 of the Local Plan) all of the following information:

- Types of Supportive Services available to participants, which may include, but are not limited to, any of the services. Each Service can only be provided after it is proven necessary to the participant's ability to participate in WIOA-funded activities.
- Documentation required of the participant when requesting a Supportive Service.
- If the LWDA chooses to limit or cap specific Supportive Services, the duration and maximum dollar amount for each Supportive Service must be listed (e.g., "Childcare is capped at \$XXX for each calendar year," or "Transportation is capped at \$XXX for the previous XX months.").
- The maximum duration and maximum dollar amount, collectively, which an individual may receive for all Supportive Services (e.g., "The cap for all Supportive Services per participant per calendar year is \$XXX.").
- Procedures for paying Supportive Services beyond the capped amounts, which must include a requirement that a written justification, prepared by the staff and placed in the file, is required prior to making a payment above the cap.



**EASTERN JACKSON COUNTY  
WORKFORCE DEVELOPMENT BOARD**



Serving Eastern Jackson County Mo. including:  
Independence, Blue Springs, Lee's Summit, Grandview, Raytown,  
Sugar Creek, Buckner, Grain Valley, Oak Grove, Lone Jack, and other municipalities.

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**Workforce Innovation and Opportunity Act (WIOA) Policy**

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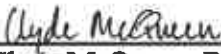
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