

QUEST GRANT

POLICIES AND PROCEDURES

FOR

OFFICE OF WORKFORCE

DEVELOPMENT

Missouri Department of Higher Education
And Workforce Development

Office of Workforce Development

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Overview

The Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Worker Grant (DWG) is a collaborative effort to: (1) provide career and training services to workers affected by the pandemic and historically marginalized and underserved population; (2) On-the-Job Training (OJT); and (3) Supportive Services.

Manual Intent

The intent of this manual is to provide frontline workforce staff with an in-depth overview of the operational guidelines required for the QUEST Grant, including eligibility determination of participants, required case management actions, as well as the general requirements and other responsibilities of all partners involved in the operations of this grant. All policies outlined in this Manual must be adhered to by the Office of Workforce Development (OWD) staff.

Participants

Eligible Participants

Individuals eligible to receive services through this grant must be one of the following:

1. Dislocated worker as defined in WIOA Section 3(15);
 - a. Note: layoff does NOT have to be associated with the COVID-19 pandemic and there are no time limits associated with when the layoff occurred.
2. Individual temporarily or permanently laid off as a consequence of COVID-19;
3. Self-employed individual who became unemployed or significantly underemployed as a result of COVID-19;
4. Long-term unemployed individual*¹

General Eligibility Documentation

Staff must collect documentation* to verify the following:

- Date of Birth
- Social Security Number
- Citizenship/Authorization to Work in the US
- Selective Service registration
- Equal Opportunity/Complaint and Grievance (EO-15 form)
- Signed WIOA Application

*See the QUEST Eligibility and Documentation Checklist on allowable source documents.

Participant Eligibility Documentation

Documentation for eligibility for the grant is as follows:

1. Dislocated Worker

Individuals who meet the definition of a dislocated worker (DW) as defined in WIOA Sec 3(15) must have their eligibility fully documented in the electronic file. Staff must select the appropriate category (category 1 through category 8), on the WIOA Application, for which the individual meets eligibility.

¹ [OWD Issuance 15-2023, Change 1](#), Statewide Long-Term Unemployed Policy

Dislocated Worker categories and their respective eligibility requirements and required documentation can be found in the current OWD Issuance on Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guidance ([OWD Issuance 07-2022](#)). See QUEST Eligibility and Documentation Checklist for a snapshot of DW Category 1 eligibility documentation.

Staff are required to co-enroll DW eligible participants into the Statewide DW Grant labeled **QUEST Grant: Statewide DW-OWD ONLY**.

2. Temporarily or Permanently Laid Off as a Consequence of COVID-19

An individual who is dislocated because their employment was adversely affected by the COVID-19 disaster is eligible for the grant under category 12 on the WIOA Application.

Two documents are required for verification for eligibility under this category. Adequate documentation must clearly show that the individual (1) was employed and (2) is now temporarily or permanently laid off as a consequence of the COVID-19 disaster.

1. Allowable documentation for employment can be paystubs or other payroll records; a bank statement indicating direct deposit from the most recent employer; and/or a letter from the most recent employer. A case note documenting phone verification from the employer would also be acceptable.
2. Documentation indicating that the layoff was a result of the disaster is collected through the signed grant [Self Attestation](#) form.

3. Self Employed Who Became Unemployed or Significantly Underemployed as a Result of COVID-19

A self-employed individual who is now unemployed as a result of the applicable disaster is eligible for the grant as a dislocated worker under category 12 on the WIOA Application

Two documents are required for verification for eligibility under either subcategory. Adequate documentation must clearly show that the individual (1) was self-employed and (2) is now unemployed:

1. Evidence of self-employment may be provided through a business tax return, or a business license, or any other legal document which shows self-employment and which could be verified by phone.
2. Documentation to show temporary or permanent unemployment due to the COVID-19 disaster is provided through the [Self Attestation](#) form.

4. Long-Term Unemployed

For the purpose of the national dislocated worker grants (NDWGs), long-term unemployed is defined by the state. OWD's definition includes two subcategories, based on employment status at eligibility determination: Long-Term Unemployed or Long-Term Unemployed, Significantly Underemployed. See [OWD Issuance 15-2023, Change 1](#) for full details. Those who meet the definition of long-term unemployed are eligible under Category 12 on the WIOA Application.

Long-term unemployed is defined as any individual who is:

- Unemployed at time of eligibility determination; and

- Has been unemployed for 12 or more nonconsecutive weeks over the last 26 weeks; and
- Has made efforts to find a job.

OR

- Has no work history; and
- Has made efforts to find a job.

Allowable source documents include:

- Completed and signed [Self Attestation](#);
 - Documentation of last 7 months of employment must be included
 - Work history in MoJobs (including case notes) cannot contradict employment noted on the self-attestation form.

Long-Term Unemployed, Significantly Underemployed is defined as any individual who is:

- Significantly underemployed** at time of eligibility determination; and
- Has been underemployed for 12 or more nonconsecutive weeks over the last 26 weeks; and
- Has made efforts to find a job.

**Individual being determined as significantly underemployed must demonstrate long-term underemployed history and meet one of the below categories:

- Individual employed less than full-time who is seeking full-time employment;
 - Documentation: completed/signed [Self Attestation](#) **ONLY**
- Individual who is employed in a position that is inadequate with respect to their skills and training;
 - Documentation: completed/signed [Self Attestation](#) and
 - Thorough documentation in MoJobs to show higher skills/training. Can be listed on profile page, a resume, WIOA Application, or documented in case notes. Employment history must also reflect current employment.
- Individual who is employed but meets the definition of a low-income individual in WIOA sec. 3(36);
 - Documentation: completed/signed [Self Attestation](#) and
 - Allowable source documentation for WIOA Adult/low income status per the current Adult and Dislocated Worker TAG (Issuance 07-2022)
- Individual who is employed but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment.
 - Documentation: completed/signed [Self Attestation](#) and
 - Supporting documentation to show the difference in wages (previous and current check stubs, bank statements showing direct deposit differences, applicant statement as a last resort)

Category 12

Every participant determined eligible using the category 12 option in MoJobs will have an additional section appear, labeled **Dislocated Worker Grant Eligibility**. Staff must record which non-Dislocated Worker grant eligibility criteria the participant meets by marking the appropriate question as “YES”.

Dislocated Worker Grant Eligibility	
Is unemployed due to general economic conditions in the community lived in, or worked in, or related to a military installation realignment:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Provided
Is unemployed as result of an emergency or major disaster in the community lived in, or worked in:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Provided
Is considered long term unemployed, as defined by the state in the NDWG grant:	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Provided
Self-employed Individual who became unemployed or significantly underemployed as a result of the emergency or disaster:	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Not Provided

WIOA Application Details

Eligibility for the QUEST Grant is recorded in the MoJobs system through the use of the WIOA Dislocated Worker Application.

Dislocated Worker Eligibility:	<input checked="" type="checkbox"/>
Dislocated Worker Eligibility Date:	<input type="text" value="04/09/2018"/> (mm/dd/yyyy) Today

On the Employment Section of the application, staff must ask if the participant has recently been to an Employment Transition Team (ETT) meeting (Missouri’s term for Rapid Response), as a result of a company layoff. If so, this information should be recorded on the Employment Tab of the Dislocated Worker application, with the respective employer event number recorded. All fields below must be recorded:

Attended a Group Orientation (Rapid Response):	<input checked="" type="radio"/> Yes <input type="radio"/> No
Most Recent Date Attended Rapid Response Service	<input type="text" value="05/22/2017"/> Today
	Find Rapid Response Event
Rapid Response Event Number	<input type="text" value="MO201600001"/>

Eligibility Summary (WIOA Application)

On the last section/tab of the WIOA Application, labeled ‘Eligibility Summary’, the system will indicate if all eligibility requirements have been met or why the application does not indicate eligibility for Dislocated Worker.

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Undetermined			No Adult Eligibility Date.	<input type="checkbox"/> Inactive
Dislocated Worker	Yes				<input type="checkbox"/> Inactive

The system will indicate a participant is eligible for Dislocated Worker regardless of what DW category was selected. If a participant is eligible under Category 12, then s/he is not eligible for the WIOA DW formula program. In these instances, to avoid accidentally enrolling someone into WIOA DW, the DW program is to be marked as ‘Inactive’.

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Undetermined			No Adult Eligibility Date.	<input type="checkbox"/> Inactive
Dislocated Worker	Yes				<input checked="" type="checkbox"/> Inactive

Below that table, staff must record that the participant meets NDWG eligibility.

National Dislocated Worker Grant NDWG: Yes No Not Applicable

Add the “2023 QUEST Disaster Recovery DWG” grant to the record.

Grant Type	Grant ID	Grant Name	Local Grant Code	Date Added	Action
National DW Grant (NDWG)	42	MO42-Spring 2017 Storms and Flooding	MO42		Add
National DW Grant (NDWG)	56	Trade and Economic Transition	NA		Add
National DW Grant (NDWG)	62	MO Works Together (MO - National Health Emergency DWG)	NA		Add
National DW Grant (NDWG)	176	2023 QUEST Disaster Recovery DWG	DW0014		Add

Statewide Dislocated Worker Grant

For grant participants eligible under WIOA Dislocated Worker Category 1-8, staff must co-enroll the participant into the *Statewide Dislocated Worker Grant* as well.

First, record eligibility for the Statewide Dislocated Worker Grant:

Statewide Dislocated Worker Eligibility: Yes No Not Applicable Inactive

Then add the Statewide Dislocated Worker Grant to the record:

Statewide Dislocated Worker	177	QUEST Grant Statewide DW-OWD ONLY
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Case Notes

Mandatory Initial Service Note

All participants are to have the mandatory Initial Service Note at time of enrollment. The Initial Service Note must include the following information:

1. Summary of Eligibility
 - a. What program(s) is the participant being enrolled in?
 - b. How was the participant determined eligible?
 - c. What was used to verify eligibility?
2. Action Plan
 - a. What does the participant need assistance with?

- b. How will Job Center staff help the participant?
 - c. What are the planned next steps?
3. Supportive Services
- a. Note must address any immediate or possible future needs for supportive services and include the type. If no supportive service needs are needed at this time, case note must state this.

For additional information on the mandatory initial service note, see current [OWD Issuance 09-2022: Statewide Case Note Policy, Attachment 1](#).

Allowable Services

The QUEST Grant's purpose is to assist Missouri in its recovery from the economic downturn associated with the COVID pandemic. Many Missourians have lost good jobs either temporarily or permanently and need assistance with returning to or entering into high-quality employment.

All participants must receive an assessment and employment plan following current policy, [OWD Issuance 09-2020](#).

- Assessment will be completed through the eligibility interview (e.g. WP/WIOA application process). Record the 213-Comprehensive Assessment to record.

In addition, OWD will specifically provide two services to eligible participants:

- On-the-Job Training and/or
- Supportive Services
 - Referrals from college partners for students currently enrolled into post-secondary education will be specific to supportive service activities.
 - Eligible participants in local areas with no LWDB representation and in need of training assistance can receive On-the-Job Training and supportive services.

Supportive Services

Supportive services are available to assist grant participants remove or reduce barriers to participate in grant activities. An appropriate and active service must be recorded on the WIOA Application in order to post the appropriate supportive service activity code.

- For student referrals, the supporting activity will be associated with the 300-Classroom Occupational Training or the 369-Occupational Skills Training-NON Approved Provider training code.

Identify the school and program the participant is attending; search the Providers within MoJobs. If the School and Provider are ETPL approved, add the 300-Classroom Occupational Training service code to the record, and attach the associated Provider-Program. The service entry must indicate that the program is funded by other sources, not WIOA.

If the training provider or program does not exist in MoJobs, the provider/program listing must be created before posting the service. Once the provider/program has been created, add the 369-Occupational Skills Training-NON Approved Provider training code and attach to the created provider/program. The service entry must indicate the program is funded by other

sources, not WIOA.

An **example** is provided below.

Grant:	DW0014 - 2023 QUEST Disaster Recovery DWG ▾
WIOA or Non-WIOA Partner Program:	<input checked="" type="checkbox"/> Yes, service is a WIOA or Non-WIOA Partner Program.
* Select Partner:	Other WIOA or non-WIOA Programs Not Listed ▾
* Activity Code:	300 Occupational Skills Training - Approve [Select Activity Code ↗]
* An actual begin date or a projected begin date is required.	
Projected Begin Date:	11/02/2023 (mm/dd/yyyy) 📅 Today
Actual Begin Date:	11/02/2023 (mm/dd/yyyy) 📅 Today
* Projected End Date:	05/01/2024 (mm/dd/yyyy) 📅 Today
Service Provided Virtual/Online ↗:	No Virtual/Online, In-person Only ▾
* Participant has been issued an ITA and the ITA will pay for this service:	No ▾

- For OJT referrals, the supporting activity code will be the 301-OJT service.

For guidance on processing supportive service requests, please see the OWD QUEST Grant Supportive Services policy, attached at the end of this manual.

On-the-Job Training (OJT)

All **guidance** regarding the development of OJTs is found in the current OJT Policy, 07-2023: Statewide On-the-Job Training [Policy](#) and Attachment 1 [OJT Manual](#).

All **forms** associated with OJT are found online at <https://jobs.mo.gov/dwd-programs#ojt>. Please refer to both resources in addition to the guidance listed below.

Job Center staff and the Business Support Unit (BSU) will work collaboratively to establish OJT agreements for eligible participants. Specific roles are listed below.

Job Center Role:

- Determine participant eligibility and enroll into Grant
- Determine Training Eligibility for OJT services
- Assist with Supportive Service requests
- Assist BSU with determining the appropriate length of the OJT. Complete the Participant Pre-Assessment form and review with BSU staff.
- Case Management requirements for participant
- Enter MSGs as received, upload participant monitoring forms to record
- Send OJT invoices to Grant Coordinator, if received

Business Support Unit Role:

- Build employer list of eligible employers. Complete the Employer Pre-Award Review form to determine eligibility.
- Establish OJT Agreements. Specifically responsible for completing the majority of the paperwork. Establish OJT Agreements with employers for one year at a time, based off the number of placements they are willing to accept for the year, so that multiple OJT participants can be placed with less paperwork.
- Perform on-site monitoring at mid-point and end-point.
 - Upload employer monitoring to employer record
 - Submit participant monitoring form to OWD staff to upload and record applicable MSG
- Send OJT invoices to Grant Coordinator, if received

Grant Coordinator Role:

- Point of Contact for questions
- Technical Assistance
- Desktop Monitoring
- Develop guidance materials, such as manuals, training etc
- Approve Supportive Service requests
- Review, Approve, & Submit OJT invoices for payment

OJT agreements must be written for occupations falling within the following priority sectors:

- Infrastructure
- Care Economy
- Climate and Environment
- Hospitality
- Professional, Scientific, & Technical Services
- Educational Services

Note: OJTs can be established under different industries; however, the majority of training services must fall within these defined sectors. OWD staff must receive approval to begin discussions for OJTs that fall outside of these defined sectors. Submit written requests to the Grant Coordinator at specialgrants@dhewd.mo.gov.

OJT agreements will be written for 50% wage reimbursement. In the event the employer has less than 50 employees, the wage reimbursement will be increased to 90%, as allowed under OWD's approved waiver from USDOL to allow for increased reimbursement amount.

Training Eligibility

In order for a participant to receive OJT services, training eligibility is required and must be determined **before** OJT paperwork is established and offer of employment is made.

Staff must determine, after an interview, evaluation, or assessment, **and** career planning that the individual:

1. Is unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to –or higher than- wages from previous employment through career services; *and*
2. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to –or higher than– wages from previous employment; *and*
3. Is in possession of the skills and qualifications to participate successfully in training services; *and*
4. Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; *and*
5. Is unable to obtain grant assistance from other sources to pay the costs of such training [including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965] or requires WIOA assistance *in addition* to other sources of grant assistance (including federal Pell Grants).

All five of these eligibility requirements for training services **must** be met and documented before an individual can receive training services. Staff are to document these requirements in Case Notes in the OWD's statewide electronic case management system, at minimum.

See [Issuance 08-2022](#): Training Eligibility Justification for additional information.

Labor Market Information

All participants entering into an OJT must be provided with labor market information (LMI) of the desired occupation. After reviewing LMI, staff must record the **107-Provision of Labor Market Information** service to the participant's record.

OJT Training Service

Record the 301-OJT training service in the WIOA Application when a participant begins training. Entering the correct actual begin date and closing the service with the correct actual end date is a must, necessary for performance reporting and data element validation.

The training provider associated with the training will be the employer. If the employer is not available in the system, contact the Grant Coordinator for assistance.

Measurable Skill Gains

If a participant receives a proficient or exceeds expectations review during either mid-point or end-point on-site monitoring, staff must record a MSG to the WIOA application.

To document the gain in this section, staff must choose the following:

- Skill Type: Training Milestone
- Type of Achievement: Achieved satisfactory or better progress report towards an established OJT training milestone, not previously recorded.
- Verify: Other, PO-219

Skill Attainment Information

Fill in the following information for the skill achievement. **Program:** Title I - Workf

* **Skill Type:** Training Milestone

* **Date Skill Attained:** 05/15/2018 Today

* **Type of Achievement:** Achieved satisfactory or better progress report towards an establishe

[[Verify](#) | [Upload](#) | [Link](#)]

Other Applicable Documentation, (specify)

Skills Gain Achievement Type Verification

Case Note

Hard Copy Record

Other Applicable Documentation, (specify)

PO 219

Recording Grant Services

All services provided to grant participants must be recorded under the WIOA application, tied to the QUEST Grant code. Specific service details are below:

Customer Group: 80-National Dislocated Worker Grant
Grant: DW0014 – 2023 QUEST Disaster Recovery DWG

* **Customer Program Group:** 80 - National Dislocated Worker Grant (NDWG)

[[Select program enrollment template](#)]

* **LWDB:** Central Region

LWDB cannot be modified if staff has local region assignment.

* **Office Location:** CAPITAL CITY JOB CENTER

Enrollment Information

Grant: DW0014 - 2023 QUEST Disaster Recovery DWG

All required fields must be completed per service code requirements. If there are any questions regarding what fields need to be completed or how to answer, contact the Grant Coordinator.

Reminder: all participants eligible as a Dislocated Worker must be co-enrolled into the Statewide Dislocated Worker Grant

* Customer Program Group: 96 - Statewide Dislocated Worker

[[Select program enrollment template](#)]

* LWDB: Central Region
LWDB cannot be modified if staff has local region assignment.

* Office Location: CAPITAL CITY JOB CENTER

Enrollment Information

Grant: QUEST Grant Statewide DW-OWD ONLY

Upon enrollment, staff must assign themselves as the case manager. It is your responsibility to ensure services do not system closed. Setting yourself as the case manager should allow you to receive notifications or access to reports to help prevent system closures on long-term services.

Case Management System Requirements

Completing entries into *MoJobs* accurately and in “real-time” is necessary for successful local, state, and federal monitoring reviews. In addition, the information contained in this database is essential for the participant’s success.

Following are helpful reminders/tips regarding case management entries. Some apply only to this grant, while others are overall program reminders.

- Real-time data entry must be completed.
- All documents must be uploaded to the participant’s (or employer’s) record. Do not tie the documents to a specific program, this prevents staff from being able to see information.
- Same day services must be opened and closed on the same day it was provided.
- Supportive Service codes must be posted on the day the service was paid.

Case Management Guide

A quick-reference guide for what is required of all grant participants is below:

- Completed *MoJobs* registration
- Wagner-Peyser enrollment (resume not required!)
- Eligibility documentation
- NDWG Enrollment
- Employment Plan completed
- Equal Opportunity and WIOA Complaint and Grievance Notification (Form “EO-15”).
- Case notes on each participant, including:
 - Mandatory Initial Case Note
 - Supportive Service information
 - Training justification for those entering into training service
 - Payments made for participant
- Accurate posting of all applicable Services
- Co-enrollment into the WIOA Statewide DW, if eligible
- Assign self as case manager!

Responsibilities

Job Center Staff

- Contact individuals received through referrals
 - Note: College referrals may require scheduling on-site visits. If on-site visits are not an option, always allow students to utilize virtual appointments.
- Determine eligibility and enroll into MoJobs
- Case Management
- Process Supportive Service requests for approval
- Assist BSU with OJT development

Job Center Supervisors

- Review records prior to staff enrollments to ensure eligibility is correct
- Data element validation
- Request technical assistance
- Ensure outreach is completed timely
- Communicate issues, concerns, and/or needs

Business Support Unit

- Build Employer List
- Establish OJT Agreements
- Review employers for eligibility (Pre-Award Reviews)
- OJT Worksite Monitoring

Grant Coordinator

- Primary point of contact for all questions related to the QUEST Grant
- Periodic desktop monitoring
- Continuous provision of technical assistance
- Develop guidance materials, maintain and communicate updates
- Contract modifications
- Facilitating regular conference calls

- Review/approve supportive service requests for OWD enrollments
- Review/approve OJT invoices for payment for OWD enrollments

Compliance Team

- Conduct programmatic monitoring on an annual basis
- Prepare and release annual programmatic monitoring reports

Questions

Questions regarding the following topics can be directed to the contact below.

QUEST Grant: Grant Coordinator, Lula Marshall at Lula.Marshall@dhewd.mo.gov.

Eligibility questions for regular Dislocated Worker, Measurable Skill Gains, and Credential Attainment: Regulatory Compliance team at DWDPolicy@dhewd.mo.gov.

Technical Support Questions regarding MOJobs: Customer Support Unit submit an IQ ticket online using this [link](#).

Related Guidance

OWD Issuances can be found online at <https://jobs.mo.gov/dwdissuances>. The below list is not an exhaustive list of applicable state policies. All OWD issuances must be followed, regardless of whether or not they are listed below.

- 16-2017: Disseminating Notices for EO Complaints and WIOA Complaints & Grievances
- 28-2017: Credential Attainment Policy
- 20-2019: Statewide Temporary Disaster-Related Dislocated Worker Eligibility Policy
- 09-2020: Statewide Individual Employment Plan Policy
- 01-2021: Measurable Skills Gain Policy
- 23-2021: Document Management
- 25-2021: Statewide Change Request Policy
- 02-2022: Statewide Data Element Validation
- 07-2022: Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guide
- 08-2022: Training Eligibility Justification
- 09-2022: Statewide Case Note Policy
- 10-2022: Statewide Confidentiality and Information Security Plan Policy
- 01-2023: Statewide Enrollment and Exit Policy
- 06-2023: Participant Activity Codes, Durations, & Definitions
- 07-2023: Statewide On-The-Job Training Policy
- 15-2023 Change 1: Statewide Long-Term Unemployed Policy

USDOL Training and Employment Guidance Letters

[TEGL No. 19-16](#)

[TEGL No. 10-16, Change 2](#)

[TEGL No. 23-19, Change 1](#)

[TEGL No. 23-19, Change 2](#)

Forms Listing

All forms, with the exception of the EO15 form, can be found at <https://jobs.mo.gov/dwd-programs#quest>.

EO and WIOA Complaint & Grievance Notification[EO-15](#)



QUEST GRANT SUPPORTIVE SERVICES POLICY

Description

This guidance provides the supportive service policy established for Office of Workforce Development-funded supportive services under the 2023 Quality Jobs, Equity, Strategy, and Training (QUEST) Grant Dislocated Worker Grant (DWG).

This policy does not apply to or provide guidance for Local Workforce Development Boards (LWDB) participating in the QUEST Grant.

Supportive services are available to assist grant participants remove or reduce barriers to participate in grant activities. Supportive Services are available for grant-eligible post-secondary education students and On-the-Job Training (OJT) participants receiving services through the Office of Workforce Development (OWD).

Supportive Services may include, but are not limited to:

- Transportation;
- Childcare;
- Dependent care;
- Housing costs; and
- Emergency aid.
- Linkages to community services;
- Assistance with educational testing;
- Legal-aid services;
- Referrals to health care;
- Assistance with acquiring occupational attire or personal protection devices;
- Assistance with books, fees, schools supplies, and other necessary items for postsecondary education;
- Payments for employment and training-related applications, tests, and certifications; and
- Reasonable accommodations for individuals with disabilities.

Assistive technology/equipment may be included if staff document the participant needs the technology/equipment in order to participate in the grant activity and is unable to obtain it from other resources.

Supportive Services are only available to QUEST Grant participants who meet all of the following:

- Are enrolled into the grant and participating in allowable grant activities, either post-secondary education or on-the-job training; *and*
- Are unable to obtain Supportive Services themselves or via their support network; *and*
- Are unable to obtain Supportive Services through other programs including community

- agencies that provide these services; *and*
- Demonstrate a need for assistance to enable participation in the grant's activities.

Determination of Need / Needs-Based Analysis

Staff are to determine and document supportive service needs during the initial interview. Information learned is used to develop the employment plan and include how barriers will be addressed; see current Employment Plan policy for further details. As barriers change or are identified after the initial interview, the Employment Plan is to be modified appropriately.

Individuals must request Supportive Services for specific needs. Supportive Service payments are made on a case-by-case basis only when they have been determined necessary and reasonable. Payments must not be made for non-grant activities or for items that are not necessary for participation in a grant activity. A statement alone that states a participant "needs" a supportive service will not justify approval of these expenses.

When determining need, staff must understand how the supportive service request will assist the participant be successful in grant activities. If need cannot be determined, the request for supportive services cannot be submitted for approval. Staff must utilize the **Supportive Services – Determination of Need** form to document need and the actual request, and submit the completed form and a completed purchase requisition (PR) to specialgrants@dhewd.mo.gov for approval. Purchases **cannot** be made until approval has been received.

Questions to determine need are below and are listed on the form itself.

1. How is the need a barrier to employment or training?
2. What is likely to happen if OWD does not provide this assistance?
3. Are there special circumstances that should be considered?
4. What is the plan for sustainability following OWD's assistance?
5. Has the participant met their maximum available to them?
6. Does OWD have the funding available to provide this assistance?

Supportive service requests will be approved for 90 days at a time for each request made; multiple supportive services can be made at a time using one form. If a participant's needs change, or approval expires, a new determination of need is required before approval can be considered.

Funding Maximum & Exceptions

Supportive Service payments are authorized based on availability of funding and are limited to **\$3,500** per participant under the QUEST Grant.

Exceptions above this amount requires Director approval. Requests for exceptions must be submitted in writing to specialgrants@dhewd.mo.gov. Supportive Services requiring approval from the Director cannot be purchased until approval in writing is received. Final approval must be uploaded to the participant's record.

No Supportive Service can be authorized until the participant has been enrolled into allowable grant activities. Each Supportive Service payment must be documented in *MoJobs* along with a case note

and the appropriate supportive service code to the participant's record for the date the supportive service was actually paid. Additional details are below.

Specific Supportive Service Guidance

The below supportive services impose limitations which include a maximum duration, maximum award amount, or other requirements. Supportive services are not limited to the identified categories below; however, full documentation is required for any type of supportive services requested. If a participant presents a need for an item to be purchased, a service (medical, legal, etc), or other need to ensure success in grant activities it is generally allowable. For questions on what is allowable, please contact the Grant Coordinator (Lula.Marshall@dhewd.mo.gov) for assistance.

Full documentation includes:

- Completed Supportive Services Determination Of Need form;
 - For student referrals, proof of GPA or grades to show student is enrolled and passing courses is required.
 - For payments made locally using the p-card: the receipt must be retained for records. Log must be submitted to specialgrants@dhewd.mo.gov on monthly basis.
 - For supportive services requiring payment through Truman Office: supporting invoices with completed purchase request is required in the file. If new to receiving payments from the State of Missouri, company must register as a Vendor at <https://missouribuys.mo.gov/>
- Supporting documentation as required for the type of supportive service (i.e. Google Maps printout for fuel purchase).

All documentation must be uploaded to the participant's record, with the exception of any confidential documentation.

Transportation

Transportation assistance will be provided through the direct purchase of gasoline, bus passes, or other transportation services using the locally assigned Job Center's fuel credit card (WEX) or purchasing card (p-card). If a WEX card is being used, no PR is required.

Fuel Purchase

Purchases for fuel will be made with the assigned WEX card. Staff must keep a copy of the receipt for record keeping purposes. Log must be submitted to specialgrants@dhewd.mo.gov on monthly basis.

The amount of fuel purchase is based upon the total round trip from the participant's home to the training provider, following the scale below. The maximum amount of fuel a participant can receive a week is \$65.00.

- 20-40 miles: \$15.00
- 41-60 miles: \$25.00
- 61-80 miles: \$35.00
- 81-100 miles: \$45.00
- 101-120 miles: \$55.00
- 121+ miles: \$65.00

The commuting trip must be verified with Google Maps, MapQuest, or similar web-based mapping service and submitted with the Supportive Service Determination of Need form for

approval.

The participant may receive multiple fuel purchases a week, not to exceed the approved maximum amount based on the mileage determination. Fuel purchases must be tracked locally to ensure participant does not exceed the maximum approved weekly amount.

Fuel purchases below 20 miles will be reviewed on a case-by-case basis, and require Director approval.

Other Transportation Services

Other allowable transportation options include payments for bus passes; shared ride options such as taxis, Uber, and Lyft; or other transportation options not listed. Transportation services must be purchasable using the Job Center's p-card.

Open/Close the '**181-Support Service Transportation Assistance**' activity code the day the participant receives the transportation assistance.

Child Care

Childcare payments are allowable for grant participants. This Supportive Service is only available for participants **not eligible for assistance** through the Family Support Division (FSD) the grant participant must provide documentation that FSD would not pay childcare expenses, such as a denial letter. Childcare must be provided through a State Approved Day Care.

In the event that the area does not have State Approved providers available, the participant may choose his/her own childcare provider. However, childcare providers cannot be a parent or stepparent of the child(ren) and the chosen childcare provider cannot live with the participant. The lack of approved providers must be documented in the file.

If FSD requires a co-payment, Supportive Services may be used. Childcare referrals and payments are available to grant participants with children under thirteen (13) years of age, children incapable of self-care, and/or children under court order who need care while participant is attending his/her authorized grant activity. Verification of emotional, mental, or physical incapacity or court order must be provided if the child is older than 13. These documents must be kept in a separate and secure location.

All payments for Childcare will be made directly to the provider and must be supported with attendance logs or invoices. Childcare payments are only to be reimbursed for days associated with grant activities, such as verified workdays and school attendance.

Payment for childcare is based on the Regional Market Rates (RMR) provided by Department of Social Services (DSS) found at <https://apps.dss.mo.gov/childcarerates/>.

Open/close the '**180-Support Service – Child/Dependent Care**' activity code the day the childcare invoice is paid. Childcare should be paid using the p-card if possible. Otherwise, invoices will be sent to specialgrants@dhewd.mo.gov for payment processing.

Emergency Aid

If the participant is having extreme financial difficulty and is in need of a larger supportive service

need, staff must be assisting him/her with needed financial literacy information (such as development of a budget, credit counseling, debt management, etc.).

Examples of emergency aid include payment of utility bills, a car insurance payment, a rent payment, vehicle repairs and housing costs.

Grant supportive services may be used to assist with housing once during the duration of the grant's period of performance. If need has been justified, supportive services may pay for a past due amount and current payment due only. The participant must provide appropriate documentation for proof of residency and proof of ownership (such as a mortgage or lease).

In all cases, the appropriate vendor (landlord or bank) is to be paid directly for housing costs.

- Proof of residency may include a lease, a phone bill, cable bill, voter's registration card, or driver's license.
- Proof of ownership may include a lease, a property tax receipt, a title, or a trash or sewer receipt.

Vehicle repairs can only be provided on the vehicle used as the primary transportation for the participant to take part in the allowable grant activities. The participant must provide proof of ownership of the vehicle. Repair costs must be directly linked to an authorized activity. The vendor (i.e. shop) is to be paid directly for the repair.

Medical Services

OWD has partnered with Compass Health to provide medical services such as psychological testing, therapy, substance use disorder services, psychiatry, medical, and dental services. Participants who reside within the Compass Health referral area are to be referred to the local Compass Health center for services. Any bills associated with the service are to be submitted to OWD for payment out of Truman Office, unless payment through credit card is accepted in which case the local p-card is to be used.

Open/close the '**182-Support Service – Medical**' activity code the day a payment is made on such service.

Food Assistance

Participants experiencing food insecurity may be eligible for supportive service assistance. Before the request can be submitted, all non-grant resources must be explored first and documented. Case manager must assist with referring and utilizing available resources in the local area, such as food pantries, community action agencies, etc., and assist with submitting an application for food stamps benefits. Participants requesting assistance with the cost of on-campus meal plans should apply PELL grants or other financial aid to those costs first. If a food plan package is not available for a participant, assistance of up to \$100 a week can be requested. If food insecurity is affecting a participant with a family, an additional \$50 a week per household family member can be factored into the total request—verification of family size is required. For the purpose of this policy, family means two or more individuals related by blood, marriage, or decree of course, who are living in a single residence, and are included in one or more of the following categories:

- A married couple, and dependent children;
- A parent or guardian and dependent children; or
- A married couple

For allowable documentation to verify family size or to verify the definition of dependent, please see the guidance listed in [OWD Issuance 07-2022, Attachment 1](#).

Supportive service requests for this type will be provided using the local p-card, or in instances where a food plan is being purchased in association with a training provider an invoice can be submitted and paid with the p-card or submitted to Truman Office for payment. A p-card payment locally is the best option.

Emergency food assistance can be provided for up to four weeks at the rate above while the food stamp application is pending. Proof of application must be on file. If application continues to be in pending status, an additional four weeks may be provided.

Procedure:

In order to receive a supportive service, the participant must be enrolled in the QUEST Grant and engaged in an allowable activity.

- For student referrals, the supporting activity will be associated with the 300-Classroom Occupational Training or the 369-Occupational Skills Training-NON Approved Provider training code.
- For OJT referrals, the supporting activity code will be the 301-OJT service.

Staff must:

1. Ensure the supportive service need is noted as an Objective on the Employment Plan.
2. Ensure the supportive service cannot be obtained through another program or other resources.
3. Ensure that the participant has not reached their maximum available amount. If so, submit a written request for exception approval.
4. Complete the Supportive Service Determination of Need form and a PR and submit for approval to specialgrants@dhewd.mo.gov. Note: supportive services cannot be paid until approval from Grant Coordinator, and/or Director as applicable, has been received.
5. Ensure receipts and invoices are sufficiently detailed and do not include unallowable items, such as state tax.
6. Upload all supportive service documentation to the participant's record.

Case Notes

All Supportive Services must be documented in the case notes sections of *MoJobs* and include at a minimum *all* of the following:

- The *type* of Supportive Service paid (e.g., transportation, childcare, etc.),
- The *amount* of Supportive Service paid;
- The *timeframe or duration* 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*.

Use of grant funding for Supportive services are the last resort; all other sources of funding must be explored first. All attempts to find other supportive service funding must be documented in case notes.

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

Supportive Services Activity Code

All supportive services are to be opened and closed in MoJobs the day the actual service was paid. For payments made out of the Truman Office the Grant Coordinator will communicate when a payment has been made so the service code can be entered. The actual contact date must be updated to reflect the date the payment was made.

Available activity codes are the following:

- 180-Support Service–Child/Dependent Care
- 181-Support Service–Transportation Assistance
- 182-Support Service–Medical
- 184-Support Service–Temporary Shelter
- 185-Support Service–Other

For any supportive service without a defined activity code, use 185-Support Service Other.

Responsibilities

The Grant Coordinator will track supportive services requested, approved, and paid for each participant on the Master Supportive Services Log. As purchases are completed with the p-card, staff must email the Grant Coordinator with the amount paid in order to update the log.

It is the responsibility of staff to provide accurate information to the participant regarding eligibility and continued eligibility. This includes:

- Informing participant if s/he is eligible for requested Supportive Services.
- Informing participant if s/he is no longer eligible to receive the Supportive Service for any reason (i.e. cap met, no longer has a need, etc.).
- Working with the participant to review and redetermine need of supportive services when approval expires.
- Ensuring the requirements (e.g., paperwork, employment, etc.) to receive the Supportive Services are collected and documented following this policy.

Staff are to maintain all supporting documentation of Supportive Services in the participant's electronic file.

References

- 20 CFR Subpart G—Supportive Services <https://www.ecfr.gov/current/title-20/chapter-V/part-680/subpart-G>
- TEGL 16-21, Attachment 1: Updated National Dislocated Worker Grant Program Guidance https://www.dol.gov/sites/dolgov/files/ETA/advisories/TEGL/2021/TEGL_16-21_Attachment_1.pdf
- OWD Issuance 13-2017: Statewide Supportive Services Policy <https://jobs.mo.gov/media/pdf/dwd-issuance-13-2017-statewide-supportive-services-policy>

Questions:

Direct all questions to the Grant Coordinator, Lula.Marshall@dhewd.mo.gov.

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627). The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay services at 711.