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Office of Compliance Issuance

06-2026

Release Number-Program Year

Active Date: 02/09/2026
Effective Date: 02/09/2026
Expiration Date: Continuous, until further notice

Family and Workforce Centers of America (FWCA) is the fiscal agent and workforce support organization for Saint Louis County Workforce Development.

SUBJECT:

Supportive Services

ATTACHMENTS (if any): N/A

This Issuance is an official policy of St. Louis County Workforce Development.

This Issuance Affects:

- Workforce Innovation and Opportunity Act (WIOA) Programs
Title I: Adult
Title I: Dislocated Worker
Title I: Youth

FOR THE ATTENTION OF:

All applicable WIOA staff or subcontractors—Implementation of this policy is immediate and continuous.

RESCISSIONS: N/A

REFERENCES:

OWD – Supportive Service Policy
DOL TEGL 19-16

SUMMARY

This policy outlines St. Louis County Workforce Development (STLCOWD) supportive services applicable to WIOA programming: Adult (AD), Dislocated Workers (DW), and Youth (Y).

BACKGROUND

This policy details the Supportive Services process provided to eligible WIOA individuals who are enrolled in WIOA AD/DW and Youth. This policy is focused on ensuring adherence to applicable regulations and policies while maximizing available resources.

SUBSTANCE

There are nonacademic and nonfinancial barriers that can affect one's physical, mental, or social health and impact an individual's ability to fully engage in society.

Supportive Services are defined as Services necessary to enable an individual to participate in activities authorized under WIOA AD/DW and WIOA Youth. Supportive Services may include but are not limited to transportation; childcare; housing; needs-related payments; testing fees; linkages to community services, and other supportive services which will remove a barrier and positively impact the individual (for example: covering the cost of medication).

A. TRANSPORTATION

Gas cards (restricted for gas only), bus tickets, or transportation services (Uber/Lyft) will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total supportive services. Assistance may be provided to individuals during job search, training participation, and during the initial weeks of employment.

B. CHILD CARE

Childcare Supportive Services will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total supportive services. Childcare assistance is allowed for individuals to attend training, work experience, complete job search, or the initial weeks of OJT or unsubsidized employment. The childcare provider's weekly rate will be used; minus assistance in that same week paid by other supporting agencies such as FSD childcare payments. The weekly rate and amounts received from other agencies, in requested week(s) must be documented by the childcare provider. Childcare costs will be paid directly to the provider. If the provider only charges a daily rate for a child, then this rate will need to be documented and explained by the provider that they are charging the individual a daily rate and how the rate is charged based on attendance of the child.

C. HOUSING

Housing Supportive Services will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total

supportive services. Housing related expenses may include a one-time house or rental payment and/or deposit, utility payment, or a deposit to activate service.

D. NEEDS RELATED PAYMENTS

Needs Related Payments will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total supportive services. Examples may include background checking, medical testing, and clothing/uniforms. All must be required for the individual to enter training or employment.

E. TESTING/APPLICATION FEES

Testing Fees will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total supportive services. Testing/Application fees are allowed when the training provider requires a fee for a required test or application. Documentation from the Provider showing it is a requirement is needed for approval.

F. LINKAGE TO COMMUNITY SERVICES

Linkage to Community Services (medication, mental health) will be awarded (to be determined by eligibility circumstances and documentation) to the maximum \$1,000 yearly limit per client for total supportive services.

G. SUPPORTIVE SERVICES FUNDING LEVELS

STLCOWD allows \$1,000 (one thousand dollars) per calendar year per individual. Due to the amount of \$1,000 per participation year, the size of the Metropolitan Service Area, and a large individual base, this amount cannot be exceeded unless first authorized by WIOA Designated Staff (Compliance Director, AJC Executive Director and/or FWCA Executive Leadership).

H. SUPPORTIVE SERVICES PROCEDURES

Supportive Services are not an entitlement. Supportive Services are a method to assist individuals with their participation in WIOAAD/DW, WIOA Youth, and/or STLCOWD funded programs. All Supportive Service payments will be made on a case-by-case basis when deemed necessary and reasonable. All staff should follow the steps below prior to the provision of any Supportive Service.

Supportive Service needs will be determined, after evaluation and discussion with individuals, by WIOA staff.

Upon disbursing Supportive Services, WIOA Staff must open activity code, document, via case note, the justification of need, including other alternative funding sources that were attempted, the approval date, type of Supportive Service approved, approved amount paid, and a "running total" of the Supportive Services provided during calendar year.

In addition, copies of disbursed cards, bus tickets, checks and other proof of payment (receipts) must have activity code open, uploaded to State/Federal MIS, and case noted.

All documents determined to be confidential (mental/physical health, housing, DV) will be retained in a separate locked file cabinet and marked as "Confidential". Case note will be added to State/Federal MIS.

RESPONSIBILITIES

WIOA Staff will be responsible for assessing the needs of Individuals to receive appropriate Supportive Services. The Program Director of each Grant will be responsible for monitoring the Supportive Services budget.

INQUIRIES

Please direct all questions or comments regarding this Issuance document to complianceteam@fwca-stl.com. All active, expired, or rescinded Issuances are available upon request.