

Alternatives to Abortion (A2A) Provider Handbook

MISSOURI DEPARTMENT OF SOCIAL SERVICES (DSS)
OFFICE OF WORKFORCE AND COMMUNITY INITIATIVES (OWCI)



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A2A STATE PROGRAM CONTACT DIRECTORY

Item:	Contact Method:	Address
A2A State Program Staff	Email	DFAS.A2Aprogram@dss.mo.gov
OWCI A2A Program	Address	3705 Missouri Boulevard, Second Floor Jefferson City, MO 65109
A2A Program Monitoring	Email	FSD.E&TMonitoring@dss.mo.gov
A2A Invoicing	Email	W&CI.Invoices@dss.mo.gov

A2A PROGRAM RESOURCE LINKS

Item:	Link:
DSS A2A Program Page	Alternatives to Abortion
Missouri A2A Program Page	Missouri Alternatives to Abortion (MOA2A) Pregnancy Support
Training Portal for A2A Agencies	Alternatives to Abortion Program Missouri Department of Social Services
Office of Administration Contract Search	Office of Administration - Awarded Contract and Bid Docs Search
Missouri Resource Guide	Missouri Resource Guide shortened
Missouri BUYS- Self Service Supplier Registration	Login MissouriBUYS Statewide eProcurement System

A2A REPORTING SUBMISSION SCHEDULE

Item:	Frequency:	Where to submit:
A2A Invoice	Monthly (Due by the 15 th)	W&CI.Invoices@dss.mo.gov
TANF Monthly Expenditure Report	Monthly (Due by the 15 th)	W&CI.Invoices@dss.mo.gov
Case File Review Summary (Submission of prior Quarter's data.)	Monthly (Due by the 15 th)	DFAS.A2APrograms@dss.mo.gov
Monthly Service Report (Submission of prior month's data)	Monthly (Due by the 15 th)	DFAS.A2APrograms@dss.mo.gov
Program Success Stories	As Applicable	DFAS.A2APrograms@dss.mo.gov
Stevens Amendment Approvals	As Needed	DFAS.A2APrograms@dss.mo.gov
A2A Budget Narrative(s)	Annually & As Needed	W&CI.Invoices@dss.mo.gov
A2A Budget Form	Annually & As Needed	W&CI.Invoices@dss.mo.gov

A2A PROGRAM OPERATIONS & RENEWAL TIMELINES

Item:	Frequency:
A2A Blog Posts	Monthly – Blog - Missouri Alternatives to Abortion (MO A2A)
A2A Provider Call	Monthly
Base Contract	One (1) Year + Three (3) Renewal Options
Request for Bid (RFP) Cycle	Every Four (4) years
State Fiscal Year	July 1 st – Jun 30 th of the Following Year
Office of Administration Contract Search	https://awardedsearch.aa.mo.gov/PublicAccess/index.html
Missouri BUYS- Self Service Supplier Registration	https://missouribuys.mo.gov/login

A2A PROGRAM ENROLLMENT & TIMELINES

Item:	Frequency:
Client Intake/ Eligibility Determination	After completing intake and confirming eligibility, enroll the client right away. Enter their information into the A2A database no later than the 15th of the month following completion.
Risk & Needs Assessment	Within twenty-four hours of enrollment into the A2A program an assessment must be conducted for client needs.
Individualized Care Plan	Upon completion of the Risk and Needs assessment and within five (5) calendar days of enrollment an Individualized Care plan shall be developed for the client. Must be reviewed with client no less than once every 60-calendar day's throughout the client's enrollment.
Birthing Outcome	Enter all collected data into the A2A database by the 15th of the month after receiving notification that the client has either delivered the child(ren) or is no longer pregnant.
Prenatal Depression Screening	Enter all collected data into the A2A database by the 15th of the month after the prenatal depression screening is completed.
Education and Training	The client shall attend a minimum of nine hours of education and training.
Edinburgh Postnatal Depression Scale (EPDS) Verification	Enter all required EPDS data into the A2A database by the 15th of the month after the screening is completed.
Discharge from the Program	For all clients who are no longer eligible or who have elected to discontinue A2A Program services, the contractor has by the 15 th of the month after the client's decision to terminate program services or the clients last day of eligibility.
Client Transfer	Within 10 ten business days of the notification of a client transfer, all client information must be entered into the A2A data system.

*** Note: If a client already exists in the DSS A2A database, the A2A agency shall not provide services to the client until the client's status is cleared by the DSS A2A staff member via email.*

1. PROGRAM FOUNDATION

PROGRAM PURPOSE

This manual explains how to run the A2A grant program. It helps staff understand the rules and steps to follow. It's for both agency staff and DSS staff who work with A2A.

The manual covers common situations, but not everything. The A2A Program can change or update the manual at any time.

- The A2A Program is authorized by Missouri law (RSMo 188.325).
- It started on August 28, 2007, through House Bill 1055.
- It is paid for by DSS using state funds (General Revenue (GR)) and federal funds (Temporary Assistance for Needy Families (TANF)).
- The program supports TANF's goal to help families so children can stay in their own homes or with relatives.
- RSMo 188.335 allows the program to share information with the public. This helps pregnant women learn about A2A services in their area.

PROGRAM OVERVIEW

The A2A program provides services to pregnant women whose income is at or below 185% of the Federal Poverty Level (FPL).

The program is designed to:

- Support healthy and safe pregnancies
- Assist women in carrying their unborn child(ren) to term
- Provide or connect women with resources to:
 - Care for their child(ren), or
 - Learn more about adoption, if they choose that path

ELIGIBILITY REQUIREMENTS

- A2A agencies must adhere to eligibility requirements as outlined by DSS and ensure that all clients meet the established criteria before services are provided.
- Agencies may continue services for clients who have given birth, experienced miscarriage, or placed a child for adoption of up to 12 months postpartum.

TANF ELIGIBILITY CRITERIA

To qualify for TANF funded A2A services, clients must:

- Be a Missouri resident
- Be a U.S citizen, legal alien, or qualified alien
- Be unemployed or underemployed
- Have income at or below 185% FPL

- Meet one of the following:
 - Have a child under 18
 - Be pregnant
 - Be under 18 and the head of household

Short- Term Support Limits:

TANF- funded programs may only provide the same type of supportive service for a maximum of four (4) consecutive months. Continued support beyond this period may be considered countable income for other public assistance programs and could affect client eligibility.

Example of short-term support include, but are not limited to:

- Rent assistance
- Utility assistance
- Car loan payments
- Gift cards
- Gas cards

Agencies must monitor the duration of support provided and document all services in the client's case file.

ALLOCATION SPENDING

- A2A funds must be used only for purposes approved by DSS and in accordance with the agency's budget and program guidelines
- TANF funds are the payer of last resort. A2A agencies must help clients identify and use all other available resources before using A2A funds for supportive services

PROCUREMENT POLICY

- The agency must follow its internal procurement policy for all purchases of services or items identified in [Attachment 3 Supportive Services](#)

2. Client Eligibility & Enrollment

ELIGIBILITY DETERMINATION

All eligibility factors must be considered when determining A2A eligibility. These include:

- Income [A2A-Income-Eligibility-Worksheet.xlsx](#)
- Household size and composition
- Resources
- Social Security Number (SSN)
- Citizenship

For detailed, step-by-step instructions, refer to Attachment 4: [A2A Eligibility Documentation](#)

ELIGIBILITY INTAKE PROCESS

The A2A agency shall assess each clients eligibility through an intake process, which includes:

- Completion of Attachment 4: [A2A Eligibility Documentation](#)
- No P.O Boxes unless client is a Safe at Home participant
- Health insurance information
- Marital status
- Estimated date of delivery
- Educational level
- Spoken language
- Number of dependents
- Emergency contact information

HOUSEHOLD SIZE DETERMINATION

Eligibility is based on individuals living together. The financial responsibility of each household member determines whether their income must be included in the eligibility assessment.

Father of the Baby:

- If the claimed father to the unborn or born child(ren) resides in the home, their income must be included in the eligibility calculation

Foster Care:

- Clients active in the foster care system and meet pregnancy/postnatal eligibility are automatically eligible
- Resource parent income is excluded from eligibility calculations

Parent(s) Legal Guardian of a Minor:

- Must be included in the eligibility determination due to financial responsibility
- A Minor Child is defined as:
 - Under the age of 18 or
 - Under age 19 and a fulltime student in secondary school or equivalent
 - Never married or annulled
 - Living with a relative or legal guardian

Roommate:

- Income is excluded if the client lives with a roommate who has no financial responsibility for the client or child(ren)

Relatives:

- If the client lives with a relative who is not a legal guardian, the relative's income is excluded from eligibility determination

HEAD OF HOUSEHOLD DETERMINATION SCENARIOS

- Scenario 1:
 - Samantha (mother of unborn child) is 17 years old and she and the FOB lives with her parents. Samantha is not working, but the FOB, and both parents' work
 - FOB and both parents' income should be included
- Scenario 2:
 - Taylor (mother of unborn child) is 17 and lives in her own apartment with the FOB. They are not married. FOB works full-time and she works part-time while going to school
 - Both parties' income should be included
- Scenario 3:
 - Makayla (mother of unborn child) is 19 and lives with her best friend Clara. Makayla is not working right now, but her best friend does
 - Makayla's best friend is not financially responsible
- Scenario 4:
 - Jessica (mother of unborn child) lives with her working grandparents (not legal guardians) and she is working part time and FOB does not live in the home.
 - Only Jessica's income should be included.

ENROLLMENT DOCUMENTATION

Once approved, A2A eligibility continues through 12 months postpartum, ending the day after the child's first birthday. To enroll a client, the A2A agency must verify that the client meets all the following criteria as outlined in Attachment 4: [A2A Eligibility Documentation](#).

- The client must be a Missouri resident, defined as a person domiciled in Missouri with the intent to remain permanently or for an indefinite period. [RSMo Sections 1.020(14), 472.010(10),630.005(11)]
- The client must be a U.S. citizen or legal resident alien with permanent residency status.
- All submitted documentation must be current and unexpired at the time of enrollment
- Client must be currently pregnant and intend to carry the pregnancy to term
- Client must not be receiving A2A services from another Missouri agency or a similar program in another state
- Household income must be at or below 185% of the Federal Poverty Level (FPL), calculated using gross income (see Attachment 5: [A2A-Income-Eligibility-Worksheet.xlsx](#))
- Social Security Number(SSN): The client must have or be applying for an SSN to receive TANF Block Grant Funding
- Clients who are currently incarcerated are not eligible to receive A2A program assistance
- Upon completion of the intake and eligibility determination, the client must be enrolled immediately
 - At the time of enrollment, the A2A agency must provide each client with:
 - The name of their assigned client advisor
 - 24/7 emergency contact information for the agency

INCOME VERIFICATION

Income includes both earned and unearned sources. Clients must live at or below 185% of the FPL, based on gross income. See Attachment 5: [Income Eligibility Worksheet](#)

Acceptable Documentation includes:

- Payroll Check Stubs: Use income from the prior month
 - Example if the application date is 12/10/2025, use pay stubs from 11/10/2025 to 12/10/2025
 - Year to date paystubs may be used if available
- Verbal Employer Confirmation: Document in case notes:
- Full name and title of the person contacted
- Date of contact
- Gross income amount and deductions
- Any additional relevant details
- Written Employer Statement:
 - Must include the same details as verbal confirmation and be dated.
 - Court records
- Actual Checks Payments From:
 - Family
 - Friends
 - Stipends
 - Proceeds from selling blood or plasma

Other Income Documentation:

- 1099 R Tax Form for pensions
- Bank deposit slips/bank statements
 - Social Security
 - Black Lung Disability
 - Railroad Retirement (RRB)
 - Veterans Administration (VA)
- Benefit Checks- except for pensions
- Blind Pension
 - Income may be documented via written documentation from DSS
- Divorce Decree
- Contributions from family, friends, stipend, proceeds from selling blood and plasma
 - Actual Checks
 - Contracts
- Correspondence from Payor
- Court records related to Child support
 - Court payment records
 - Bank Statement
- Federal Retirement
 - Email: retire@opm.gov
- Pensions
 - 1099 R Tax form
- Supplemental Aid to the Blind (SAB)
 - Income may be documented via written documentation from DSS
- Pensions Temporary Assistance for Needy Families (TANF)
 - Income may be documented via written documentation from DSS

- Verbal documentation
 - Social Security (SSA)
 - Black Lung Disability Payments
 - Veterans Administration (VA)
 - Railroad Retirement

<u>Included Income Sources</u>	<u>Excluded Income Sources</u>
Adoption subsidy maintenance payments	Agent Orange Aetna
Alien sponsor contributions	Agent Orange Veteran's benefits
Alimony and arrearages	Alaskan Native Claims Settlement Act Payment
Allotments (military, community spouse)	AmeriCorps- not National Civilian Community Corp
Allotment for minor living outside the household	Bona Fide loan (not student loans)
Allotment for minor/dependent	Bureau of Indian Affairs
AmeriCorps – National Civilian Community Corps	Chaffee foster care to a third party
Annuities	Child Nutrition Act of 1966
Black Lung disability payments	Children of Vietnam Veterans with spina bifida
Blind pension	Crime Victim's Fund
Bonuses	Disaster Payments
Child support and arrearages	Disaster Payments- Act of 1988
Commissions	Domestic Volunteer Service Act- not AmeriCorps or Vista
Compensation in lieu of wages	Earned income tax credits
Contracts	Experimental housing allowance
Contributions: monetary assistance from family/friends or stipend proceed from selling blood/plasma	Federal energy assistance
Disability benefits	Housing Cash Assistance or Voucher
Dividends and royalties	HUD vendor payments
Farm income	Income in kind/vendor home
Foster care payments	Jobs Corps training related expenses
Gifts	Living expenses
Graduate student	Missouri Senior Citizens tax credit
Green Thumb – Title V Community Ser Emp	Non-profit donations
Guardianship subsidy	Payments from Missouri Family Trust Fund
Incentive payments to encourage activity	Payments held in trust for Native Americans
Job Corps living allowance/allotment	Radiation payments
Lottery/gambling winnings	Reduction- refusal to comply with program requirements
Military deployment to combat zone	Reimbursement exceeding actual expenses

Military retirement	Reimbursement not exceeding actual expenses
Non-bona fide loans	Relocation Assistance
Notes receivable	Restitution payments- Aleuts/Pribilofs
Nursing home insurance payments	Section 8/HUD rent and utilities subsidies
On-the-job training wages	Student Assistance Title IV (PELL)
Railroad retirement	Supplemental Aid to the Blind
Refugee cash assistance	Supplemental Nursing Care
Reimbursement for living expenses	Supplemental Security Income (SSI)
Rental income (20+ hrs./week)	Trade Adjustment assistance not for Living Expenses
Restitution – Japanese	Vet’s Education Assistance- child care compensation
Ricky Ray Hemophilia Fund	Vista
Room and board	Volunteer work
Sale of blood/plasma	WIOA Student Tuition
Self-employment	WIOA Supportive Services
Sheltered workshop	WIOA Work Experience
Social Security Administration Benefits (SSA)	Work Study- Title IV funded (PELL)
Strike benefits	YouthBuild Payments
Student assistance not Title IV (PELL)	
Subsidized employment- block grant funded	
Tips	
Trade Adjustment Assistance for living expenses	
Training allowance	
Trust fund	
Unemployment compensation	
Union/pension/retirement benefits	
Veterans Administrative (VA) benefits (not childcare)	
Wages	
Work program incentive payments	
Work study -not Title IV funded	
Workers’ compensation	

3. Client Assessment and Care Planning

RISK AND NEEDS ASSESSMENT

Within twenty-four (24) hours of enrollment, the agency must conduct a comprehensive risk and needs assessment per Section 188.325.2, RSMo. The assessment must address:

- Prenatal care
- Medical and mental health care
- Parenting skills
- Drug and alcohol testing and treatment
- Childcare and infant care
- Housing and utilities
- Educational services
- Food, clothing, and pregnancy related supplies
- Adoption assistance
- Job training and placement
- Responsible paternity
- Ultrasound services
- Case management
- Domestic abuse protection
- Transportation
- Other services as needed

At the time of enrollment, the A2A agency must also provide the client with:

- Name of her assigned Client Advisor
- Twenty-four (24)/ Seven (7) days a week emergency contact information for the A2A agency

DEPRESSION SCREENINGS

- One prenatal depression screening must be administered using an agency approved tool
- One postpartum screening must be administered between 2-10 weeks postpartum using the Edinburg Postnatal Depression Scale (EPDS) in the A2A database
- Clients must be referred for appropriate follow up care based on results
- Additional screenings may be offered based on what the client needs

Reference: National Library of Medicine-Screening for Perinatal Depression: [Screening for Perinatal Depression: Barriers, Guidelines, and Measurement Scales - PMC](#)

INDIVIDUALIZED CARE PLAN (ICP)

The ICP must be created based on the clients risk and needs assessment and must be completed within five (5) calendar days of enrollment and kept in the client file.

ICP COMPONENTS:

- Services to support a healthy, full-term pregnancy
- Personal and life goals related to self sufficiency
- Performance and outcome metrics
- Explanation of A2A policies, timelines, and services
- The clients plan to cover future expenses paid with A2A funds, if applicable

- Crisis planning (e.g., transportation, childcare, illness)
- Explanation of agency procedures and locations
- May include purchase of specific items, subject to [Attachment 3: List of Limitations on Requests for Supportive Services](#)

4. Program Operations

GENERAL RESPONSIBILITIES

The Department of Social Services (DSS) contracts with community-based, non-profit organizations throughout Missouri to provide A2A program services. These organizations are referred to as A2A agencies.

CORE PROGRAM COMPONENTS:

The A2A agency must ensure the following components are included in their programming:

- Outreach
- Initial Intake/Eligibility Determination Assessment
- Comprehensive Assessment to Determine Client Risk and Needs for Services
- Individualized Care Plan.
- On-going Case Management
- Education and Training; and
- Appropriate Screenings

OUTREACH REQUIREMENTS

A2A agencies must implement an outreach plan to:

- Implement an outreach plan to:
 - Increase awareness of the A2A program services among eligible clients
 - Promote program access within the agency's service area.
- The outreach plan must:
 - Include effective communication strategies
 - Align with the guidelines outlined in the award proposal.
 - Outreach materials are available in English and other necessary languages

EMERGENCY SERVICES

- A2A agencies must provide 24/7 emergency contact information to:
 - DSS staff
 - Each A2A client

RECORD AVAILABILITY

All case and financial records must be made available to DSS upon request, including for:

- Audits
- Monitoring
- Program evaluation

PROGRAM OUTCOMES

The A2A agency must implement a comprehensive program for eligible clients that strives to achieve the following outcomes:

- Reduce abortions and improve pregnancy outcomes by helping women:
 - Discontinue the use of tobacco, alcohol, and illegal drugs
 - Improve their nutrition
- Improve child health and development by helping parents provide responsible and competent care for their children, enabling them to remain in their own homes

PROGRAM REPRESENTATION

A2A agencies are required to:

- Attend all DSS A2A program calls, trainings, and meetings
- Ensure appropriate agency representation are present at each event

RIGHT TO APPEAL

Agencies must inform applicants of their right to appeal any A2A decision.

STAFF CHANGES

- Notify DSS within 15 calendar days of:
 - Contract representative changes and personnel substitutions

DISCHARGE

Clients must be discharged from the A2A program under the following conditions

- Clients must be immediately discharged if no longer eligible
- If no contact has occurred within 90 calendar days, the clients must be discharged
- Discharge the client if the child no longer lives with the mother, except in the case of adoption
- 12 Months Postpartum: Discharge occurs the day after the child's first birthday
- Loss of Eligibility: Clients must be discharged immediately if they no longer meet eligibility criteria

5. Case Notes and Client Transfers

CASE NOTE REQUIREMENTS

Case notes must be entered into the A2A database by the 15th day of the following month

- All case notes may remain in electronic format
- Be clear, factual, and detailed enough to support decisions and stand up in a hearing if needed
- Be available for review by monitors and authorized staff
- Be assessable to clients or guardians upon request

Do not include confidential or sensitive information unrelated to pregnancy, such as:

- Chemical dependency
- Mental health diagnoses
- Family violence
- Medical conditions not related to pregnancy

DOCUMENTATION STANDARDS

Pregnancy Resource Centers must document the following, as applicable:

- Supportive services provided
- Type and number of services
- Other services explored and rationale for selection
- Denials of services or funding
- Case management notes
- Budget and planning updates
- Contacts or attempted contacts
- Referrals made and follow-up action
- Individualized Care Plan and updates
- Referrals to other DSS programs

Maternity Homes should focus case notes on:

- Education components of A2A expectations
- Client progress and achievements related to education and life skills

CASE NOTE DELETION

- Deletion of case notes requires a written request with a justification
- Requests are reviewed on a case-by-case basis
- Submit requests at: DFAS.A2APrograms@dss.mo.gov

CLIENT TRANSFERS

Clients may be transferred from one A2A agency to another only for valid reasons, and with written approval from DSS A2A staff.

Transfer Process:

- The current agency must contact DSS A2A staff to initiate the transfer
- Once approved, DSS will notify both agencies via email
- Do not discharge the client in the system during the transfer process to preserve the original intake date

TRANSFER SCENARIOS

Example 1: Transfer Between Different A2A Agencies

- Client Jane wants to transfer from Agency A to Agency B
- Agency B contacts DSS A2A staff to request approval
- DSS reaches out to Agency A to coordinate the transfer
- The client file is transferred, and services continue without interruption

Example 2: Transfer Within the Same A2A Agency (Subcontractors)

- Client Tiara relocated and needed to transfer from Agency A to Agency B, both subcontractors of Agency C
- DSS approval is not required
- Agency C transfers the client file to Agency B
- A case note is entered to document the transfer

RELEASE OF INFORMATION

- Agencies must obtain a signed release of information from the client to share identifying information with the receiving agency
- If a release is not obtained, the client must share their own information with the new agency

6. Personnel and Staffing

STAFFING REQUIREMENTS

The A2A agency must maintain sufficient personnel with appropriate certifications, training, education, qualifications, and experience to fulfill all program and contract requirements.

EXECUTIVE AND ADMINISTRATIVE TEAM

The executive and administrative team serves as the agency's primary contract(s) responsible for program delivery.

- Must possess a minimum of three years of leadership experience

CLIENT ADVISOR TEAM

The A2A agency must provide a Client Advisor Team consisting of, at a minimum:

- One (1) Client Advisor Supervisor
- One (1) Client Advisor

Client Advisor Supervisor:

The agency shall provide sufficient supervisory personnel to ensure:

- Each client receives appropriate services
- Services are thoroughly and accurately documented

Qualifications: The Client Advisor Supervisor must possess one of the following:

- A bachelor's degree in a related human service field; or
- A minimum combined total of three (3) years of experience supervising in at least three of the following areas:
 - Early childhood development

- Family/marital counseling
- Social work
- Case management
- Program administration

Client Advisor:

Each client must be assigned a Client Advisor who will:

- Serve as the client’s main point of contact
- Oversee the implementation of the client’s Individualized Care Plan throughout their enrollment in the A2A program

If a change in Client Advisor is necessary:

- The client must be notified
- The agency shall take steps to minimize the frequency of changes during the client’s enrollment

Qualifications: The Client Advisor must possess one of the following:

- A bachelor’s degree in a related human service field; *or*
- A Community Health Worker certification from a DHSS-approved training program; *or*
- A minimum combined total of three (3) years of experience in at least three of the following areas:
 - Early childhood development
 - Family/marital counseling
 - Social work
 - Case management

7. Client Education and Training

EDUCATION REQUIREMENTS

Clients enrolled in the A2A Program are required to complete a minimum of nine (9) hours of education and training. These hours must be tailored to the client’s needs as identified in their Individualized Care Plan (ICP).

- A2A agencies are encouraged to support the participation of the baby’s father and/or support partners in education and training activities

REQUIRED TOPICS (MINIMUM 6 HOURS)

The following prenatal care and postpartum/postnatal care topics must be included in the six (6) of the nine hours of training:

- Fetal development
- Environmental health impacts on developing fetus
- Prenatal Self-Care
 - The importance of taking folic acid to aid in the prevention of neural tube defects
 - Avoiding substances such as alcohol, tobacco, vaping and other drugs
- Labor and birth

- Postpartum/Postnatal Self-Care
 - Physical and emotional changes post delivery
 - Signs of postpartum depression and what to do
 - The advantages of birth spacing as it relates to the health of the mother and child
- Stress management
- Nutrition/Healthy Diet/Exercise
- Partner/friend/family support during the pregnancy
- Responsible paternity education

ELECTIVE TOPICS (CLIENT SELECTS ONE AREA FOR 3 HOURS)

Clients must select one of the following three elective topic areas to complete the remaining three (3) hours of required education:

Option 1: Infant Care

- Infant health and development (newborn screenings, immunizations, dental health, common infant illnesses, cleaning umbilical cord, circumcision care, handling a newborn, proper neck support).
- Infant nutrition and feeding, including breastfeeding benefits
- Clothing, Diapering, Bathing, Swaddling.
- Car seat safety
- Safe sleep practices and SIDS prevention
- Child Safety in the home
- Dangers of Shaken Baby Syndrome
- Childcare options
- Infant CPR
- Healthy home environment (e.g., lead, smoke, pollutants)
- Soothing techniques

Option 2: Father engagement in healthy child development.

- Positive parenting for cohabiting and non-cohabiting parents
 - Constructive Communication.
 - Conflict resolution and de-escalation
 - Shared decision making
 - Shared responsibility.
- Healthy relationships and boundaries
- Financial responsibilities and budgeting for the baby
- Child Safety in the home
- Bonding opportunities

Option 3: Supporting the Birth Mother Considering Adoption

- Overview of the adoption processes
- Types of adoption
- Testimonial from a birth and adoptive parents
- Healthy relationships
- Post placement support resources (e.g., support groups, counseling)

ADDITIONAL CLIENT EDUCATION AND TRAINING

The A2A agency may offer training on additional relevant topics beyond the required nine (9) hours. However, these additional topics will not count toward the minimum.

- All educational content must be based on curricula developed in accordance with the most recent recommendations from:
 - American College of Obstetricians and Gynecologists (ACOG) <https://www.acog.org/>
 - American Academy of Pediatrics (AAP) <https://www.aap.org/en/>
 - Or other recognized evidence-based organizations
- Agencies may incorporate best or emerging practices into training materials, provided they do not conflict with nationally recognized sources
- The A2A agency is responsible for providing all materials, labor, equipment, and supplies necessary to deliver the educational services outlined in this policy

INCENTIVE PLANS

A2A agencies are encouraged to develop an incentive plan to support client engagement in education and training. All incentive plans must be approved by DSS A2A staff and must include:

- The structure of the plan
- Detailed list of incentives
- Minimum and maximum payment amounts
- Milestones tied to incentives

Incentives must be reasonable, necessary, and justified base on available program funding. Agencies are encouraged to identify alternative funding sources to support incentive distribution.

MODIFICATIONS TO EDUCATION REQUIREMENTS

In certain cases, such as:

- Clients approved late in pregnancy
- Clients who are not first-time parents

Some education topics may not be applicable or beneficial

- In these cases, the A2A agency may submit a written request to the DSS A2A State Program staff for a modification or exemption from the standard education and training requirements.

Approval or denial of such requests is at the sole discretion of DSS.

HELPFUL RESOURCES

- Missouri DSS Learning Lab <https://dss.mo.gov/employment-training-provider-portal/learning-lab.htm>
- Missouri Resource Guide <https://dss.mo.gov/fsd/pdf/missouri-resource-guide-3steps.pdf>

8. Financial Management and Reimbursement

FINANCIAL COMPLIANCE

A2A agencies must comply with all financial requirements outlined in this manual and in their contract with the Department of Social Services (DSS). Agencies are required to:

- Submit itemized invoices and expenditure reports electronically, in accordance with established timelines
- Maintain auditable financial records for all activities conducted under the A2A contract

Ensure that all financial documentation and practices conform to the Generally Accepted Accounting Principles (GAAP).

BUDGET TRANSFERS

- Transfers between budget categories are allowed without prior approval if the cumulative total does not exceed 15% of the total cost allocation.
 - A written explanation of the transfer must be submitted with the invoice for the month in which the transfer occurred
- If the cumulative transfer exceeds 15%:
 - A contract amendment is required
 - The amendment must include a revised budget and budget narrative
 - The transfer may not occur until the Notice of Contract Amendment is issued by the Division of Purchasing

MONTHLY EXPENDITURE REPORTS

- Submit to: W&CI.INVOICES@dss.mo.gov
- Due by the 15th of each month for the previous month's expenses
- Must include the Payment Request/Invoice form
- Only TANF-allowable services may be included on TANF Expenditure Report
- Only GR allowable services may be included on the GR Expenditure Report
- Refer to the DSS portal for reporting forms:
[Alternatives to Abortion Program | Missouri Department of Social Services](#)

INVOICE REQUIREMENTS

Each A2A agency invoice (TANF and GR) must:

- Use a unique invoice form
- Match the remittance address listed in the MissouriBUYS vendor registration system
- Include invoice numbers on the state form

Invoice Templates:

- TANF Invoice: [A2A-TANF-Invoice.xlsx](#)
- GR Invoice: [GR-A2A-Invoice.xlsx](#)

INVOICE PROCESSING

- Invoices that cannot be processed will be returned with instructions for revision
- Agencies have three business days to resubmit corrected invoices
- Submit Invoices to : W&CI.INVOICES@dss.mo.gov

FISCAL YEAR-END INVOICING

- The State of Missouri accounting department sets a deadline each year for final fiscal year-end invoicing
- Written notification will be provided
- The fiscal year runs from July 1 to June 30
- All funds must be expended by June 30 or an earlier date specified by the state
- Agencies must notify OWCI of any unspent funds, which will be relocated
- Unexpended funds will lapse and revert to the State of Missouri

REIMBURSEMENT ELIGIBILITY

- Costs incurred prior to a client's enrollment in the A2A program are not eligible for reimbursement
- Reports must be submitted by the 15th of each month
- Reports should reflect actual expenditures incurred in the previous month

SERVICE VERIFICATION

- The A2A agency must confirm that the client is not receiving the same services through other programs or sources.

REASONABLENESS AND NECESSITY

- All services must be:
 - Reasonable
 - Necessary
 - Directly related to the client's Individualized Care Plan (ICP)

ONGOING SUPPORTIVE SERVICES

Before approving payment for ongoing expenses (e.g., rent, car insurance) the A2A agency must:

- Work with the client to develop a sustainability plan
- Document the plan in the client's case file
- Ensure the plan aligns with the goals outlined in the ICP

9. Documentation

DOCUMENTATION REQUIREMENTS OVERVIEW

This section includes all documentation, assessment, and planning requirements for A2A client case files, including:

- Intake
- Enrollment
- Care planning
- Depression screening

DOCUMENTATION OF EXPENDITURES

The agency must document and specify how each expenditure supports the client in: See Attachment 3: [Monthly Client Supportive Services Chart](#)

- Carrying their unborn child to term
- Achieving self-sufficiency

SOCIAL SECURITY NUMBER (SSN) DOCUMENTATION

If a client does not have a social security number, advise the client to return the documentation will consist of a signed and dated statement or SS-5 or SSA-5028 form to the A2A agency where it must be retained in the case record. The client must be advised to report the assigned Social Security Number to the A2A agency once it is received. See [Social Security](#)

- Documentation is limited to the following sources:
- Award Letters
- Copies of documentation on file
- Driver's License
- HUD-5059
- Military ID Card
- Monthly Bank Statement
- School Records
- Selective Service Card
- Social Security Benefit Check
- Social Security Card
- SSA-2458
- State ID Card
- W-2 Form
- Tax forms (1040, 1040A, etc.)
- Wage Stubs (if all nine (9) digits appear)

FILE FORMAT AND RECORDKEEPING

- Case files may be retained in hard copy, electronic format, or a combination of both.
- Agencies must maintain accurate and timely records, documenting:
 - Services offered or provided
 - The individual who delivered the service
 - The date and time of service
- All records must be retained for five (5) years

REQUIRED CLIENT FILE CONTENTS

Each client file must include:

- Completed intake/eligibility determination assessment
- Documentation of written consent to enroll and participate
- Comprehensive risk and needs assessment
- Individualized Care Plan (ICP), including updates
- Case Management notes and contact logs (may be kept in database)
- Referrals and follow-up documentation
- Proof of education hours or exemption, if applicable
- Documentation of screenings
- Documentation of items purchased for the client (with proof of cost if A2A funds were used)
- Supporting documentation for data system entries

SERVICES PAID DOCUMENTATION

All documentation related to the purchase of any service described in Attachment 3: [Monthly Supportive Services Chart](#) must be clearly recorded in the client's file.

- The A2A agency must exercise discretion when determining which items to purchase for a client
- All purchases must be directly related to the client's Individualized Care Plan (ICP)

PROOF OF PREGNANCY

Proof of pregnancy must be documented in the clients file. Acceptable forms include:

- Positive pregnancy test administered by the A2A agency
- Written statement from a licensed healthcare provider
- WIC documentation of prenatal enrollment
- Ultrasound image

SUCCESSIVE PREGNANCY

If a client becomes pregnant again during enrollment:

- Discharge the client from the current pregnancy in the DSS A2A database
- Re-enroll the client under the new pregnancy

DUPLICATE SERVICES CHECK

- Clients must not be receiving A2A services from another agency
- Use the Active Client List function in the DSS A2A database to verify
- The Attachment 4: [A2A Eligibility Documentation](#) must be signed and retained in the clients file

10. Reporting and Monitoring

CASE FILE REVIEWS (CFR)

Client Advisor Supervisors must conduct monthly CFRs and submit a summary of the results to DSS. These summaries must include:

- Reviews are from the prior month
- Any corrective actions taken
- Submission deadline: no later than the 15th of each month

CFR Guidelines:

- A minimum of two (2) case files per Client Advisor must be reviewed each month
 - If a Client Advisor has only two clients and they are the same as the previous month, the review still applies
- Corrective actions for incomplete findings must be documented.
 - Documented
 - Corrected by the Client Advisor
 - Noted in the client's case file

MONTHLY SERVICE REPORT (MSR)

The A2A agency must submit the following data to DSS by the 15th of each month for the previous month's services:

- Number of clients enrolled
- Number of babies born
- Number of babies placed for adoption
- Number of women who received referrals for other DSS programs

CLIENT SATISFACTION SURVEY

- DSS will provide each agency with a unique online survey link.
 - DSS will aggregate survey data quarterly
 - Program will email a report to each agency who utilizes the online survey on or before the last day of the month following each quarter (January, April, July, October)
 - Agencies must encourage clients to complete the survey
 - Use the data to identify program strengths and areas for improvement
 - Report how the data is being used to improve services

CONTRACT MONITORING

DSS reserves the right to conduct programmatic and financial monitoring throughout the contract period. DSS will notify the agency in writing if it is designated as high-risk and outline any conditions imposed

- Case files information must be provided to OWCI staff within five (5) business days of the request, unless an alternative timeframe is specified

If an agency is determined to be high-risk for non-compliance, DSS may impose special conditions or restrictions, including:

- Requiring additional or more detailed financial reports
- Increased contract monitoring

- Requiring the agency to obtain technical or management assistance
- Establishing additional prior approval requirements

SUCCESS STORIES

Agencies must collect signed release forms and success stories throughout the year.

- Stories may highlight individual participants or agency events
- Submissions may include photos or video segments
- A signed release form is required for each submission

Success Story forms can be found at:

[Success Stories | Missouri Department of Social Services](#)

11. Data Security and Compliance

CONFIDENTIALITY

All DSS employees, contractors, and entities under contract with the State of Missouri must not disclose any information obtained in the course of their official duties. This includes:

- The identity of applicants or recipients of services
- The contents of any records, files, papers, or communications

Disclosure is permitted only for the administration of the A2A program and must comply with all applicable federal and state confidentiality laws.

DISPOSAL OF CONFIDENTIAL INFORMATION

Confidential information must be completely shredded before recycling or disposal to:

- Prevent fraud
- Protect client privacy

EMAIL ENCRYPTION

When transmitting confidential information via email, encryption is required.

- Confidential or sensitive information includes:
 - Federal Tax Information (FTI)
 - Protected Health Information (PHI)
 - Personally Identifiable Information (PII), such as:
 - Social Security Numbers (SSN)
 - Departmental Client Numbers (DCN)
- Agencies must follow DSS guidelines for encrypted email:
For instructions, visit: <http://dss.mo.gov/encrypt.htm>

HIPPA COMPLIANCE

Agencies must comply with provisions of the Health Insurance Portability and Accountability Act (HIPPA) of 1996.

STEVENS AMENDMENT

Under federal law (Public Law 101-166, Section 511), known as the Stevens Amendment, any public communication about a project or activity funded fully or partially with federal funds must include a disclosure statement.

Requirements:

- Applies to A2A and programs that receive TANF funding
- All public facing materials (e.g., press releases, public statements, brochures) must include a funding statement
- Materials must be submitted to DSS/OWCI for approval before public release

Submit materials to: DFAS.A2APrograms@dss.mo.gov

- Stevens Amendment statements must include the following information:
 - The percentage of the total project or program costs paid with federal funds
 - The dollar amount of federal funding for the project or program
 - The percentage and dollar amount of the total costs covered by non-federal (nongovernmental) sources

Stevens Amendment Templates:

If funded wholly by federal funds:

This project/program is funded 100% at \$_____ with federal funds received from the U.S. Department of Health and Human Services provided by the Missouri Department of Social Services.

If funded partly by federal funds received from the U.S. Department of Health and Human Services provided by the Missouri Department of Social Services and partly by other non-federal sources:

This project/program is funded _____% at \$_____ with federal funds received from the U.S. Department of Health and Human Services provided by the Missouri Department of Social Services and _____% at \$_____ by other non-federal sources

12. DSS A2A Database and System Access

OVERVIEW OF THE DSS A2A DATABASE

The DSS A2A database is the official system used to:

- Record client intake
- Determine income eligibility
- Manage ongoing case information

Each screen in the system builds upon previously entered data, making accurate and timely data entry essential.

- The database is available twenty-four hours a day seven days a week
- Users may occasionally be notified of scheduled updates or maintenance
- Follow all guidance provided during update periods to avoid data entry issues or system errors

Access the database at: <https://apps1.mo.gov/Alternatives/>

SYSTEM REQUIREMENTS

The A2A agency must follow all program guidelines established by the Department of Social Services (DSS). Agencies may not impose additional eligibility requirements beyond those outlined by DSS. All eligibility criteria must comply with applicable federal regulations.

- Agencies must:
 - Enter and maintain all required enrollments and case management activities in the DSS database
 - Maintain at least one computer with:
 - A current and consistently updated operating system
 - A modern browser such as Google Chrome or Microsoft Edge for full compatibility with the DSS A2A database.
 - Use of updated antivirus protection and a secure internet connection
 - Complete all security forms provided by DSS for database access
 - Develop and follow written IT policies and procedures, including:
 - IT security protocols
 - Data backup processes
 - Proper password usage
 - Measures to protect the security of all DSS Electronic data

COMPUTER SECURITY ACCESS

Access to the DSS A2A database is restricted to authorized A2A agency staff and DSS A2A staff.

- A2A agency staff may not share information from A2A cases with non-A2A programs
- All staff must sign a DSS Confidentiality and Information Security Agreement to certify they have reviewed privacy practices related to Personally Identifiable Information (PII)
- Only authorized users will be granted access to the DSS A2A database

COMPUTER SAFEGUARDS

The DSS A2A database includes built-in security features to protect client information:

- The system automatically times out after 10 minutes of inactivity
- Once the intake form is complete, the client's Social Security Number (SNN) is masked, showing only the last four digits

Staff must follow these safeguards:

- Log off the database before leaving your workstation
- Be aware of who can see your screen.
- Retrieve printed records immediately
- Do not leave records unattended
- Store paperwork in a secure, locked location
- Shred documents before disposal or recycling

USER ROLES

A2A Agency

- The agency Administrator is the main point of contact for DSS and manages user access
- Administrators can reassign caseloads between Client Advisors
- Client Advisors manage their assigned caseloads in the DSS A2A database

Subcontractor

- The Subcontractor Administrator manages program services and user access
- Subcontractor staff may also manage caseloads and reassign clients within their agency

TRAINING RESOURCES

Training resources are available through the Office of Workforce and Community Initiatives Portal:

[Office of Workforce and Community Initiatives Portal | Missouri Department of Social Services](#)

13. Safe at Home (SAH) Program

The Safe at Home (SAH) program, administered by the Missouri Secretary of State, provides a confidential mailing address for survivors of domestic violence, sexual assault, stalking, human trafficking, or other crimes.

- Participants are assigned a unique authorization number and use a shared P.O. Box:

Participant's Name

Authorization # XXXXXX

PO Box 1409

Jefferson City, MO 65102-1409

- A2A agency staff must enter the SAH address in the DSS A2A database and must not request a physical address from the client.
- Clients must present their SAH authorization card. If unavailable, staff may verify participation by calling the Secretary of State's office at 866-509-1409

Participation in the SAH program is not confidential, but the participant's actual mailing or physical address is confidential.

More information: <https://www.sos.mo.gov/business/safeathome/>

APPENDIX B- ATTACHEMENT 2: GEOGRAPHIC REGIONS

GEOGRAPHIC REGION	COUNTIES		
Geographic Region 1	Adair	Grundy	Monroe
	Andrew	Harrison	Nodaway
	Atchison	Holt	Platte
	Buchanan	Jackson	Putnam
	Caldwell	Johnson	Ralls
	Cass	Knox	Randolph
	Chariton	Lafayette	Ray
	Clark	Lewis	Schuyler
	Clay	Linn	Scotland
	Clinton	Livingston	Shelby
	Daviss	Macon	Sullivan
	DeKalb	Marion	Worth
	Gentry	Mercer	
Geographic Region 2	Audrain	Henry	Pettis
	Bates	Howard	Phelps
	Benton	Jefferson	Pike
	Boone	Laclede	Pulaski
	Callaway	Lincoln	Saint Charles
	Camden	Maries	St. Clair
	Carroll	Miller	Saint Francois
	Cole	Moniteau	Ste. Genevieve
	Cooper	Montgomery	Saline
	Crawford	Morgan	Warren
	Dent	Osage	Washington
	Franklin	Perry	Wright
	Gasconade		

Geographic Region 3	Barry	Hickory	Polk
	Barton	Howell	Reynolds
	Bollinger	Iron	Ripley
	Butler	Jasper	Scott
	Cape Girardeau	Lawrence	Shannon
	Carter	Madison	Stoddard
	Cedar	McDonald	Stone
	Christian	Mississippi	Taney
	Dade	New Madrid	Texas
	Dallas	Newton	Vernon
	Douglas	Oregon	Wayne
	Dunklin	Ozark	Webster
	Greene	Pemiscot	
Geographic Region 4	Saint Louis	Saint Louis City	

APPENDIX C- LIST OF LIMITATIONS ON REQUEST FOR SUPPORTIVE SERVICES (SHORTENED VERSION FROM CONTRACT)

For the services listed below that are identified in the Individualized Care Plan, the A2A agency must:

- Verify that the client does not have resources to cover the costs.
- Confirm that there are not alternative resources available.
- Ensure that the service is reasonable and necessary.

RESOURCE IDENTIFICATION:

- The agency must assist the client in identifying other potential resources.
- Utilize these resources before considering agency funding for services.

EXCEPTIONS FOR UNLISTED NEEDS:

- Agencies may contact DSS program staff to discuss exceptions when:
 - The client's needs are not outlined in the provided chart
 - The client cannot afford the service or expense
 - The service is unavailable through other services

CASE MANAGEMENT REQUIREMENTS:

- Case Management must be provided by the agency or through a formal agreement with a subcontractor, adhering to the same contract terms
- More expensive case management services not available through the agency's staff may be eligible for reimbursement

FINANCIAL PLANNING BEFORE EXPENSE PAYMENT:

Prior to covering any expenses, the agency must develop a financial plan with the client to ensure they can manage ongoing costs (e.g., rent, car insurance).

INELIGIBLE EXPENSES:

The A2A agency shall not pay for expenses that are available to the client through other resources to ensure there is no duplication of services. This includes, but is not limited to:

- Supplemental Nutrition Assistance Program (SNAP)
- Missouri Work Assistance (MWA) Program-provide employment, training, and wrap-around resources statewide.
- Job Centers-provide career exploration, training, and resume assistance
- Vocational Rehabilitation and Rehabilitation Services for the Blind-provide specific client services.

- Small Business Administration-provide assistance for small businesses
- Low Income Home Energy Assistance (LIHEAP) Program-provide assistance for heating and cooling costs.
- PELL Grant-provide tuition and other assistance
- Local Organizations-provide financial literacy classes at no cost

Reimbursement for specific needs in Section 188.325, RSMo as identified in the Individualized Care Plan are for actual costs, subject to the following limitations.

ATTACHMENT 3- SUPPORTIVE SERVICES

Attachment 3 Supportive Services ☐ = Allowable X = Not Allowable			
Items	Explanations	TANF Funds	GR Funds
Automobile Lease Payment or Loan Payment	<p>Must be primary vehicle owned by client. The A2A agency must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver's license.</p> <p>Only pay one month at a time.</p> <p>A2A agency shall ensure client signs an attestation that the vehicle is the client's main source of transportation and keep the certification in client's case file.</p> <p>If the client sells the vehicle during her eligibility for the A2A program, she must immediately notify the A2A agency.</p> <p>The following are not acceptable forms of documentation to indicate the vehicle is in the client's name:</p> <p>Vehicle title applications.</p> <p>Title transfers.</p> <p>Personal Payday Loans; and</p> <p>Personal Title Loans.</p>	☐	☐
Automobile Insurance	<p>Must be primary vehicle owned by client. The A2A agency must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver's license.</p> <p>Only pay one month at a time.</p> <p>If the client sells the vehicle during her eligibility for the A2A program, she must immediately notify the A2A agency.</p> <p>A2A agency shall ensure client signs an attestation that the vehicle is the client's main source of transportation and keep the certification in client's case file.</p>	☐	☐
Automobile repair(s)	<p>Must be primary vehicle owned by the client. The A2A agency must request proof of ownership (i.e.: a title), proof of insurance, and a valid driver's license.</p> <p>Diagnostic testing is allowable if the mechanic is unsure of the problem and there is no way to determine the cost unless this is completed.</p> <p>The A2A agency, at its discretion may decline to authorize car repairs if the value of such repair exceeds the value of the vehicle. However, the A2A agency is still responsible for assisting the client with transportation needs as identified through the Individualized Care Plan.</p>	☐	☐

	<p>A2A agency shall ensure client signs an attestation that the vehicle is the client's main source of transportation and keep the certification in client's case file.</p> <p>If the client sells the vehicle during her eligibility for the A2A program, she must immediately notify the A2A agency.</p>		
Bicycle or Bicycle Parts	Allowable if used for transportation.	<input type="checkbox"/>	<input type="checkbox"/>
Bus Passes/Tickets	Allowable	<input type="checkbox"/>	<input type="checkbox"/>
Childcare Co-Payment	<p>Childcare subsidy is currently available for up to 215% FPL (subject to future changes) and through September 2022, the parent's sliding fee is also paid. Therefore, these expenses cannot be paid for.</p> <p>The co-payment (difference between what the provider charges and state pay after the sliding fees) can be paid.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Childcare Registration Fees & Other Childcare Fees Not Paid for through Subsidy	<p>Allowable</p> <p>Examples may be summer/activity fees</p>	<input type="checkbox"/>	<input type="checkbox"/>
Clothing	Necessary clothing items for client (including maternity clothes and undergarments) and infants. .	<input type="checkbox"/>	<input type="checkbox"/>
College Application and Entry Test Fees	Allowable	<input type="checkbox"/>	<input type="checkbox"/>
College Fees	<p>Participant has an unpaid fee from a college that must be paid to enter a training program (e.g., Lab Fee of \$150).</p> <p>The participant is unable to resolve with the college on their own.</p> <p>This does not include student loans.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Criminal Background Check	Must be required by the employer or training.	<input type="checkbox"/>	<input type="checkbox"/>
Dental Expenses	<p>Paid, if not covered through other insurance.</p> <p>MoHealthNet and private insurance must be accessed first.</p> <p>Includes basic dental cleaning.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Abuse Protection	Costs related to obtaining domestic abuse protection for the client and/or the client's child(ren). This could include court filing fees to obtain restraining or protection from abuse court orders, funding for copies of reports and medical records necessary for court action and legal consultation.	<input type="checkbox"/>	<input type="checkbox"/>
Driver's/Non-Driver's	Allowable	<input type="checkbox"/>	<input type="checkbox"/>

License Fees			
Drug and Alcohol Testing	MoHealthNet and private insurance must be accessed first.	<input type="checkbox"/>	<input type="checkbox"/>
Drug Treatment	MoHealthNet and private insurance must be accessed first.	X	<input type="checkbox"/>
Education & Training	Education and training must allow the client or the father of the baby to advance toward a high school diploma or equivalent, business, vocational or technical training, apprenticeship, or certificate. Includes required training/entrance fees. Job search assistance, soft skills, resume preparation, career exploration, and career planning must be pursued through Job Centers and other partner agencies.	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Shelter – Housing	Emergency shelter shall be defined as short-term housing and shall not exceed a total of thirty (30) days in duration for the time-period the client is enrolled in the A2A Program. Emergency shelter may be provided in a licensed shelter or motel.	<input type="checkbox"/>	<input type="checkbox"/>
Food	If the client is eligible for SNAP or WIC, she should apply for those benefits prior to A2A paying for food costs. Food or food items purchased must be those of high-quality nutritional value and used at the client’s household or to meet the nutritional needs of the baby. Food items must include only those items that would otherwise be eligible using the WIC or SNAP. Examples of excluded items are restaurant food and hot deli items.	<input type="checkbox"/>	<input type="checkbox"/>
Gas Cards, Mileage and Bus Passes	Participant must submit weekly claim with documentation to verify expenses. Maximum is \$15 per day.	<input type="checkbox"/>	<input type="checkbox"/>
GED or HiSET Test Fees	Allowable for clients without a high school diploma.	<input type="checkbox"/>	<input type="checkbox"/>
Legal Costs, Fines, Penalties, etc.	Allowable when these costs, fines or penalties would assist with the strengthening the probability of employment of the parent(s) and/or assist with family stability.	<input type="checkbox"/>	<input type="checkbox"/>
Medical Expenses	MoHealthNet and private insurance must be accessed first.	X	<input type="checkbox"/>
Mental Health Services	MoHealthNet, private insurance, and Department of Mental Health services must be accessed first.	X	<input type="checkbox"/>
Mortgage Payments	Client must provide documentation (i.e.: bill, loan, etc.) showing this is her responsibility.	<input type="checkbox"/>	<input type="checkbox"/>
Paternity Testing	May be allowable on a case-by-case basis; however, these services are covered by DSS, Division of Child Support Enforcement.	<input type="checkbox"/>	<input type="checkbox"/>

Personal Hygiene Items	Purchase of a reasonable number of items such as: Soap, Deodorant, or Toothpaste and mouthwash.	<input type="checkbox"/>	<input type="checkbox"/>
Personal Property Taxes	Done on a very limited basis, (i.e.: the client must pay the taxes to obtain/license a vehicle). Only pay the personal property tax for the vehicle needed for transportation. Do not pay for other vehicles, a house, etc. If there is more than one vehicle on the property tax, verify the client has the money to pay the rest of the bill and go with him/her to pay it, or have them mail the payment from the office, etc.	<input type="checkbox"/>	<input type="checkbox"/>
Phone – Airtime	Allowable	<input type="checkbox"/>	<input type="checkbox"/>
Prenatal Care	MoHealthNet, private insurance, and Department of Mental Health services must be accessed first.	X	<input type="checkbox"/>
Rent and/or Rent Security Deposit	Client must provide a copy of the lease agreement with her name as the person responsible for payment.	<input type="checkbox"/>	<input type="checkbox"/>
Sales Tax	Do not use for sales tax on A2A purchase. A2A item(s) are tax exempt. Provide the appropriate tax-exempt documentation so sales tax is not charged.	X	X
Substance Awareness Traffic Offender Program (SATOP) Class	Can be paid when it is necessary for a license reinstatement.	<input type="checkbox"/>	<input type="checkbox"/>
Supplies relating to pregnancy, newborn care and parenting	Feeding supplies (bottles, bibs, burp cloths, pacifiers, and breastfeeding/nursing supplies) Client and baby hygiene products (diapers, wipes, toiletries, bathing supplies) Safe sleep surface for the infant (crib, baby mattress, cradle, bassinet, Pack N Play, sheets/bedding) Household paper products (toilet paper, paper towels) Household cleaning products Client or infant health products (thermometer, over the counter medications, first aid kit) Baby safety supplies (car seat, safety gate, and strollers).	<input type="checkbox"/>	<input type="checkbox"/>
Transportation	Taxis, Uber/Lyft, bus tickets/passes, gift cards that limit purchases to transportation-eligible expenditures, train tickets and commuter/metro train tickets.	<input type="checkbox"/>	<input type="checkbox"/>

Utilities including heating and cooling	<p>The A2A agency shall ensure the client does not reside in emergency housing or residential care to qualify for utility assistance.</p> <p>Client must provide a copy of the lease agreement/mortgage with her name as the person responsible for payment.</p> <p>Utility services include costs establishing or maintaining utility services (deposit, arrearage, etc.) for heating and cooling.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Utilities including water, basic phone service, cellular phone service, and trash	<p>The A2A agency shall ensure the client does not reside in emergency housing or residential care to qualify for utility assistance.</p> <p>Client must provide a copy of the bill with her name as the person responsible for payment.</p> <p>Utility services include costs establishing or maintaining utility services (deposit, arrearage, etc.) for water, basic phone service or cellular phone service and trash.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Expenses	<p>MoHealthNet and private insurance must be accessed first.</p> <p>Includes vision exams and low-cost glasses.</p>	<input type="checkbox"/>	<input type="checkbox"/>
Work and/or School Supplies Required for Employment & Training	<p>Includes items such as tools, supplies for class, computer/software, textbooks, etc.</p>	<input type="checkbox"/>	<input type="checkbox"/>

FORMS:

ATTACHMENT 4-A2A ELIGIBILITY DOCUMENTATION:

- [A2A Eligibility Documentation](#)

APPENDIX F-ATTACHMENT 5- A2A INCOME ELIGIBILITY WORKSHEET:

- [A2A-INCOME-ELIGIBILITY-WORKSHEET.XLSX](#)

APPENDIX G-ATTACHMENT 6- MONTHLY EXPENDITURE REPORT

- [A2A-TANF-Expenditure.xlsx](#)
- [GR-A2A-Expenditure.xlsx](#)

A2A BUDGET AND INVOICE FORMS:

- [A2A-GR-Budget.xlsx](#)
- [A2A-TANF-Budget.xlsx](#)
- [GR-A2A-Invoice.xlsx](#)
- [A2A-TANF-Invoice.xlsx](#)

1) Incentives for Client Participation

Q: Does the State have specific guidance on incentives to encourage client participation in education and training?

A: Providers must first utilize other available funding sources. Examples include:

- Use childcare subsidies before program funds; copays or uncovered costs may be eligible.
- Do not pay utilities if the client qualifies for LIHEAP or rental assistance.
- Do not pay rent if the client qualifies for rental assistance.
- Do not purchase food if the client receives adequate support from SNAP or food pantries.
- Do not purchase WIC covered items (e.g., milk, juices, cheese) if the client qualifies for WIC.

2) Low Client Caseload

Q: What if a Client Advisor has only two clients, and they are the same as the previous month?

A: The A2A agency should continue reviewing the files and documenting case notes accordingly.

3) Automobile Repairs in Rural Areas

Q: If a vehicle is deemed not worth repairing, how should transportation be provided in rural areas with limited public transit?

A: A2A agencies must collaborate with local agencies to identify and coordinate alternative transportation options.

4) Rent Assistance Without Lease in Client's Name

Q: How can rent assistance be provided if the client's name is not on the lease but their residence is verified?

A: If the client is not listed on the lease, the individual named on the lease may be eligible for assistance. For more information, refer to [HUD Home | HUD.gov / U.S. Department of Housing and Urban Development \(HUD\)](https://www.hud.gov/)

5) Utility Assistance Without Client's Name on the Bill

Q: How is utility assistance handled if the client's name is not on the utility bill?

A: A2A agencies must work with local agencies to determine eligibility and coordinate services. For example, explore LIHEAP before using program funds. See: [Liheap | mydss.mo.gov](https://www.liheap.org/)

6) Individualized Care Plan Timeline

Q: Is the five (5) day requirement for completing the Individualized Care Plan based on business days? Can initial assessment data suffice temporarily?

A: Yes, the five (5) day requirement refers to business days. A preliminary plan with limited information is acceptable, as the plan is expected to evolve with the client's needs.

7) Supplies for Parenting and Other Children

Q: Is the list of supplies for pregnancy, newborn care, and parenting exclusive? Can items like crib mattresses, AC units, or supplies for older children be included?

A: This list is a general guide. Other funding sources must be explored first. For example, LIHEAP should be used for AC units. For specific needs, contract A2A staff at: DFAS.A2APrograms@dss.mo.gov

8) Transportation Expense Documentation:

Q: The contract mentions a weekly claim form for transportation expenses, but no such form is provided. What is required?

A: A weekly claim form is not required by the RFP. However, agencies must track all expenses by client name and expense type. Untracked expenses will be deemed unallowable.

9) Transportation for Father of Baby (FOB)

Q: Can agencies cover transportation costs for the FOB when the MOB is not present?

A: No, Transportation for the FOB is not covered. Refer to Attachment 3 for details on eligible services.

10) Tent Purchases for Homeless Clients

Q: Can A2A funds be used to purchase a tent for a homeless client enrolled in the program.

A: Yes, A2A funds may be used to purchase a tent for enrolled clients.

11) Support for Homeless Clients Not Seeking Permanent Housing

Q: How can we assist homeless clients who are not seeking permanent housing and do not qualify for maternity homes due to addiction?

A: Contractors must coordinate with local agencies to identify and provide any available services that mee the client's immediate needs.