



A Tradition of Stewardship
A Commitment to Service

NAPA COUNTY HEALTH AND HUMAN SERVICES AGENCY
Self Sufficiency Services Division

<p><u>POLICY AND PROCEDURE:</u></p> <p>Supportive Services – Other</p> <p><u>REVIEW FREQUENCY:</u> Every two years</p> <p>POLICY # 2000601-3003-19</p> <p><u>DISTRIBUTION:</u></p> <p><input checked="" type="checkbox"/> Employment Services <input type="checkbox"/> Eligibility Services <input checked="" type="checkbox"/> Quality Mgmt</p>	<p>EFFECTIVE DATE: February 1, 2000</p> <p>ORIGINAL DATE OF ISSUE: February 1, 2000</p> <p>LAST REVISION DATE: March 29, 2019</p> <p>APPROVAL: <u>Teresa Brown</u> 4/8/19 Employment Services Manager Date</p> <p>APPROVAL: <u>Lynn Perry</u> 4/8/19 SSSD Deputy Director Date</p> <p>APPROVAL: <u>Quinn [Signature]</u> 4-9-19 HHSA Director Date</p>
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POLICY STATEMENT:

It is the policy of the Napa County Health and Human Services Agency (NCHHSA) to ensure participants have the necessary supportive services in order to become successful in their Welfare-to-Work (WTW) activity.

ADMINISTRATION:

Community Aide
Employment Services Worker (ESW)

DEFINITIONS:

None

END OF POLICY

PROCEDURE

I. Supportive Services Criteria

- A. Necessary supportive services shall be available to every participant in order to participate in the program activity to which he/she is assigned or to accept/retain employment. Supportive services must also be provided to attend required WTW appointments. Supportive services include all of the following:
1. Child Care – Refer to Supportive Services – Child Care Procedure.
 2. Transportation
 - a. Transportation expenses may include a bus pass, mileage, and/or parking fees.
 3. Ancillary Expenses
 - a. Ancillary expenses include such things as the cost of books, tools, and clothing specifically required for participation in a WTW activity or for employment purposes.
 - 1) Ancillary will not be used to purchase, repair, maintain, or upgrade computers or pay for any internet costs for online school courses.
 - b. Glasses and dentures may be considered an ancillary expense if this expense is necessary in order to allow a recipient to participate in WTW activities.
 - 1) TANF funds cannot pay for medical or health services, therefore this payment must come from State Maintenance of Effort funding only.
 - 2) If the expense can be covered under Medi-Cal, Denti-Cal, or any other health insurance coverage, it does not qualify for supportive service funding.
 - c. Tuition (and school fees in the nature of tuition) are not ancillary expenses and are, therefore, not an allowable expense.
 4. Personal counseling or therapy, to the extent available, for a participant who has personal or family problems that would affect the outcome of the WTW plan., to help him/her and/or the family adjust to the participant's job or training assignment.
 - a. "To the extent available" means these services are available at no cost to the recipient or the county develops a written policy authorizing payment for personal counseling.
- B. All participants must be in an approved activity in order to receive supportive services for that activity.
1. A WTW2 – Activity Agreement should be on file for any activity in which supportive services are requested.
 - a. Refer to Bulletin 18-02 for instructions on how to complete the WTW 2 for diaper supportive services.
 - b. WTW 2 is not required to provide supportive services to attend orientation, appraisal, or any other meeting with the ESW.
- C. Supportive Services that are not allowed include:
1. Fines and/or fees received through the court system
 - a. ESW shall assist the participant to locate other resources and/or apply for a decrease in fines/fees.
 2. Tuition and school fees in the nature of tuition.
 3. Gasoline, car insurance, car registration, oil changes, tires and other basic wear and tear of a vehicle are not approvable if the participant has been receiving mileage reimbursement.
 - a. Unexpected needs may be considered on a case by case basis (*Example*: Participant gets a nail in their tire and tired must be replaced).
 - 1) Case by case determinations will be made however will consider:

- i. Requested need
 - ii. Amount of reimbursement and length of time participant has already received mileage reimbursement.
 - iii. Whether basic vehicle needs are being met
- D. For participants who are self-employed, supportive services are not paid to cover the “cost of doing business.” (*Example: A self-employed participant is not entitled to the cost of transportation for running errands related to the business or delivering products sold, and/or other ongoing business expenses. These expenses are allowable tax/business expense deductions and are subtracted from gross earnings according to IRS rules).*)
 - 1. A self-employed participant who maintains a place of employment outside of the home would be entitled to transportation reimbursement from home to their place of employment and back.
 - a. Participant shall provide a copy of a business lease or other documentation to show place of business is outside of the home.
- E. All supportive services requests that are not specifically listed in this procedure as approvable, will be reviewed for approval by the Supervising Employment Services Worker on a case by case basis.
 - 1. A C-IV journal entry shall be completed to explain need, reason for need, and reason for approval or denial of need.

II. Supportive Services and Financial Aid

- A. Participants must be encouraged to apply for financial aid, including educational grants, scholarships, and awards.
 - 1. When authorizing supportive services, the availability of financial aid received by the participant in the form of educational grants, scholarships and awards will be taken into consideration when determining the need for WTW supportive service payments.
 - a. A C-IV journal entry shall be made on all determinations regarding consideration of a participant’s educational grant(s), scholarship(s) and awards.
 - 2. Supportive services cannot be denied or reduced if the participant indicates that the financial aid is not available to meet their supportive service needs.
 - 3. Educational loans or work study program awards shall be excluded from consideration when determining supportive services needs.
- B. A participant who receives financial aid must complete the Student Financial Aid Statement – Welfare-to-Work Supportive Services (WTW 8) form to select or to waive supportive services.

III. Request for Payment

- A. Payments for supportive services, except child care, shall be advanced to the participant when necessary and desired by the participant so that the participant need not use personal funds to pay for these services. Refer to Section IV on Advanced Supportive Service Payments.
- B. All supportive service payment requests that exceed \$1,000 shall be approved by the Supervising Employment Services Worker.
 - 1. Approval will be denoted by signature on the SSSD 3002 – Supportive Service Payment Authorization form.
- C. All supportive service payments shall be made to a vendor when available.
 - 1. Vendors must be in the RDB.
 - 2. If a vendor is not in the RDB or tax information is not available in the RDB, the ESW must obtain a W9 and SSSD 1037 - Vendor Questionnaire from the vendor.

- a. If obtaining a W9 and SSSD 1037 is questionable, the ESW will contact the WTW Analyst to confirm the need.
 - b. Original W9 and SSSD 1037 - Vendor Questionnaire should be provided to the WTW Analyst who will enter the information into the RDB.
 - c. Do not image the W9 and SSSD 1037 - Vendor Questionnaire into C-IV.
- D. Transportation
- 1. Participants must turn in a completed SSSD 3000 – Monthly Participant Timecard, SSSD 3007 – Job Search Log & Mileage, or other allowable verification at minimum monthly.
 - a. The Instructor/Professor or Employer must sign the verification form as applicable.
 - b. Absence (A), Holidays (H), and no class days (NC) should be coded on the SSSD 3000 and SSSD 3007.
- E. Ancillary
- 1. Any ancillary request that is considered a service, the participant will provide the ESW with a minimum of three (3) cost estimates for any service requested and submit to the ESW to complete the SSSD 3002 – Supportive Services Payment Authorization form
 - 2. Any ancillary request that is not a service, the participant will provide information on cost of item to the ESW to complete the SSSD 3002 – Supportive Services Payment Authorization form.
- F. Retroactive Requests
- 1. ESW will review the supportive service agreement made when the WTW activity was assigned and corresponding WTW 2 – Activity Agreement and C-IV journal entry.
 - a. If review determines that the participant would have been eligible for the supportive service, then the supportive service shall be processed.
 - b. If review determines that the participant declined services at activity assignment and on the WTW 2 – Activity Agreement, then retroactive supportive services shall be denied.
 - 1) ESW shall have a discussion with participant for current and future supportive service needs.
 - c. If no evidence of supportive service plan or participant declining services, ESW shall take into consideration how it will affect the participant’s ability to participate in his/her current WTW activity.
 - 1) If participation will not be affected, then retroactive supportive services will be denied and ESW will discuss current and future supportive service needs.
 - 2) If participation will be affected, then retroactive supportive services will be processed only to the extent of the need to ensure current participation will not be affected.

IV. Advanced Supportive Service Payments

- A. Participants may request supportive services be issued as an advance payment rather than as a reimbursement so that the participant does not need to use personal funds to pay for these services.
- B. Advanced payments shall not be provided when payments are going directly to a vendor.
- C. If a participant requests mileage in advance, the ESW will:
 - 1. Ensure that a WTW2 – Activity Agreement is on file for the activity in which mileage is being requested and for same number of days advanced mileage is being requested.
 - 2. Provide the participant with an SSSD 3000 or SSSD 3007 and explain to participant how to complete the form and inform the participant they must return it within five (5) days from the

date of the last date advanced mileage was provided – to verify all advanced mileage was utilized.

3. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV.
 4. Follow up with participant to ensure verification of mileage used is provided.
 - a. Further advanced mileage will not be authorized until verification of previous issuance is received.
 5. Review verification to determine if participant utilized all of the advanced mileage by comparing what was advanced to final verification.
 - a. If participant did not use all of the advanced mileage – the total remaining mileage that was provided will be deducted from the next months advanced mileage total.
 - b. If participant used all of the advanced mileage and had mileage beyond what was issued, the participant should be issued a reimbursement for any miles that had not previously been paid for.
 6. Image and Index all documents
 7. Complete a C-IV journal entry(s) to include:
 - a. Short Description = Supportive Service(s) Advanced
 - b. Long Description shall include but is not limited to:
 - 1) An explanation of the amount of advanced mileage being requested and how the total was calculated.
 - 2) That a WTW 2 was completed and on file
 - 3) The instructions, forms, and information that was provided to the participant
 - 4) Date verifications are due
 - 5) Final calculation of advanced mileage and whether any additional payment was needed or if an amount is being taken out of the next months advanced payment.
- D. If a participant requests ancillary payment in advance, the ESW will:
1. Determine if the ancillary payment can be made to a vendor.
 - a. If payment can be made to a vendor – no advanced payment is needed
 2. Determine if it is a clothing request
 - a. If it is a clothing request – follow clothing directions listed in Section VIII – Ancillary - Clothing. No advance payment needed
 3. All other Requests
 - a. Ensure that a WTW 2 – Activity Agreement is on file to cover activity in which ancillary expense is being requested.
 - b. Obtain from the participant verification of actual cost of the item (including tax) and the place the item will be purchased.
 - c. Image and Index WTW 2 and actual cost documentation into C-IV
 - d. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV.
 - e. Complete a C-IV journal entry.

V. ESW Responsibility

- A. It is the responsibility of the ESW to inform the participant of the supportive services that are available to accept employment or to participate in approved WTW activities and to provide the participants with the appropriate forms and information necessary for payment and/or reimbursement.

1. Participants should also be informed of the ability to opt-out of diaper supportive services.
- B. It is the responsibility of the ESW to explore all available resources with the participant prior to authorizing supportive services.
 1. Any resource that the participant can access through another means is not eligible for a supportive service payment.
- C. The ESW shall inform participants of the requirement to provide prior notification to the ESW of changes in transportation and ancillary supportive services arrangements at least ten (10) calendar days before an anticipated change, except in emergency or exceptional situations.
- D. If it is determined that supportive services are needed, those services needed to support assigned WTW activities shall be authorized and processed within three (3) working days.
 1. Any supportive services that were not needed, not appropriately utilized, or the participant was not eligible to receive may result in an overpayment.
- E. ESW will have a discussion with all supportive service recipients to address the participant's plan on how he/she will meet his/her needs once supportive services are no longer available.
 1. For participants who do not have a plan, the ESW will work with the participant to develop a plan.
 2. ESW shall document in the C-IV Journal how participant intends to meet his/her needs or the plan that was developed to eventually be able to meet his/her needs.
 3. ESW shall periodically review the plan with the participant.

VI. Transportation – Mileage

- A. Participants who are authorized the use of a personal vehicle may be paid mileage reimbursement to their approved WTW activity, employment, and dropping off and picking up their children from childcare.
- B. The least costly form of public transportation will be provided for the participant to participate in their assigned activity.
- C. Mileage reimbursement for use of a personal vehicle will be paid if there is no public transportation available. If public transportation is available and the participant opts to use a personal vehicle, the public transportation rate or mileage rate is paid whichever is lower.
 1. Public transportation is considered available when it takes two (2) hours or fewer (round trip) to travel between home and the activity.
 - a. The time used to transport children to school or child care does not count towards the two (2) hours.
 2. The mileage rate of reimbursement is set at the same rate of reimbursement used for Napa County employees for the use of privately owned vehicles.
- D. The participant must submit a completed SSSD 3000 or SSSD 3007 in order to request transportation reimbursement.
- E. Participants residing in an undisclosed domestic violence shelter or have an activity location that is confidential will have their mileage calculated from a landmark within the closest proximity to where the participant is residing.
 1. ESW will contact the shelter organization or activity provider to have the landmark identified.

VII. Transportation – Other

- A. Bus Passes
 1. Bus passes are available to the participant who needs to utilize public transportation to attend WTW meetings and/or activities.

2. Bus passes shall be provided to the participant in advance of the need.
 3. Bus passes shall be provided for the least number of days needed.
 - a. Once the participant is determined to be making satisfactory progress in an activity, the number of days of the bus pass can be considered for increase.
- B. Parking
1. Parking shall be reimbursed at actual cost
 - a. Participants shall submit receipts for this purpose, except in cases where parking meters are used.
 - 1) A VER 109 CIV – Sworn Statement should be obtained for all dates and costs when receipts are not available

VIII. Ancillary – Clothing

- A. ESW shall first refer the participant to Church Women United using the SSSD 1009 – Referral to Church Women United – Clothing Center to identify if needed clothing is available.
- B. If clothing is not available through Church Women United, as shown on the SSSD 1009, the ESW determines if the need for clothing is appropriate and approvable.
 1. If not approvable, the ESW will deny the ancillary expense request and send a denial NOA.
 2. If approvable, ESW refers the participant to Target, Quinn’s Uniforms or Redwing Shoes based off the need.
 - a. If clothing is not available through any of these vendors, the ESW will attempt to make the other retailer a vendor and issue payments to that vendor via warrant.
 - 1) If vendor is not able to be set up, the EW will reimburse the participant for the purchase at another retailer.
- C. Ross
 1. ESW refers the participant to Ross with an Ross Dress for Less form to shop for authorized items.
 - a. The selection is taken to the cashier and a Ross employee will provide the participant with a requisition order form with price of each item, total, and bag cost.
 - b. The clothing selection is placed on hold for NCHHSA to pick up.
 - 1) Clothing will be held for up to one (1) week.
 - c. Participant provides the original requisition order to the ESW
 2. ESW completes the SSSD 3002 – Supportive Service Payment Authorization form and gives to the Community Aide to pick up the clothing in the allotted week timeframe.
 - a. ESW images and indexes the SSSD 3002 into C-IV.
 - 1) Index notes should include payment period
 3. Should the ESW accompany the participant to Ross, the SSSD 3002 can be completed on-site and clothes picked up immediately.
 4. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV.
- D. Quinn’s Uniforms (Vacaville)
 1. ESW contacts Briana Knowlton, Client Services Manager via phone at (707) 453-1370 or email briana@quinnsvacaville.com to inform her that a participant is being sent to Quinn’s uniforms and what items are being authorized for purchase.
 - a. Participant’s name and contact number shall be provided.
 2. ESW refers the participant to Quinn’s Uniforms with an Quinn’s Uniforms Merchandise Requisition form and Briana Knowlton’s contact information to shop for authorized items.

3. Quinn's Uniforms will provide the ESW with an itemized pre-invoice with price of each item, total, and bag cost.
 4. ESW will contact Quinn's Uniforms to inform them of what items will be approved for purchase.
 5. ESW will make an appointment to meet the participant at Quinn's uniforms to pick up purchased items.
 6. ESW completes the SSSD 3002 – Supportive Service Payment Authorization
 - a. ESW images and indexes the SSSD 3002 into C-IV.
 - 1) Index notes should include payment period
 7. Quinn's Uniforms will send invoice to ESW to purchase items. Invoice will be sent to the fiscal department.
 8. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV.
- E. Other Retailer
1. If clothing is not available through the approved vendors, the ESW will identify a retailer that can provide needed clothing items.
 - a. ESW will attempt to make new retailer a vendor.
 - 1) If able to make the retailer a vendor, the ESW will:
 - i. Complete the SSSD 3002 – Supportive Service Payment Authorization
 - ii. Image and index the SSSD 3002 into C-IV
 1. Index notes should include payment period
 - iii. Process the supportive service payment and send a warrant directly to the vendor.
 2. If other retailer is not able to become a vendor, the ESW shall reimburse the participant directly for any purchase made.
 - a. Participant will provide ESW with receipt for items purchased and ESW will review each item for approval.
 - b. ESW will complete the SSSD 3002 – Supportive Service Payment Authorization
 - c. Images and indexes the SSSD 3002 into C-IV.
 - 1) Index notes should include payment period
 - d. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV

IX. Ancillary – Car Repair

- A. The participant may qualify for car repair service if they meet the following:
 1. The repair is needed in order for the participant to complete an assigned activity; **AND**
 2. The participant is making satisfactory progress in their assigned activity; **AND**
 - a. If the participant is newly assigned to the activity, alternate transportation shall be provided until satisfactory progress is determined.
 3. The car needing repair is not being used solely for self-employment activities; **AND**
 4. The fair market value of the vehicle is greater than the amount to repair the vehicle
- B. The participant will provide the ESW with a minimum of three (3) cost estimates for any vehicle repair service requested.
 1. Car repair payments will only be made to fix the item that will get the car in running condition.

- a. *Example:* Car needs to have the alternator replaced to get it running again, but estimate also recommends that the hoses and belts be replaced. Supportive service is only available to fix the alternator.
- C. ESW will authorize payment at the rate of the lowest cost estimate.
 - 1. If participant chooses to use a vendor other than the lowest estimate, the participant may do so, however payment will only be made at the lowest cost estimate.
- D. ESW completes the SSSD 3002 – Supportive Service Payment Authorization
 - 1. ESW images and indexes the SSSD 3002 into C-IV.
 - a. Index notes should include payment period
- E. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV.

X. Ancillary – Books for Educational Activities

- A. The participant provides the ESW with a syllabus or other documentation noting books required for each class enrolled in.
- B. ESW reviews all books to ensure books are for classes that are part of the participant’s education plan and are included on the WTW 2 – Activity Agreement.
 - 1. Classes that are not required by the participant’s program or the education provider, do not need to be part of the participant’s WTW plan and are not eligible for supportive service payments.
 - 2. Recommended books for required classes will be approved on a case by case basis.
- C. ESW completes the SSSD 3002 – Supportive Services Payment Authorization form identifying each book or class on each individual line
- D. ESW images and indexes the SSSD 3002 into C-IV.
 - 1. Index notes should include payment period
- E. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV

XI. Ancillary – Other

- A. Other ancillary expenses may include, but are not limited to:
 - 1. Adult School Class Fees
 - 2. Training Supplies and Equipment
 - 3. Tools
 - 4. Certificate Fees
 - 5. Laboratory Fees
 - 6. California Driver’s License Fee
 - a. Payment of this fee does not include any fees related to DUI and outstanding tickets or warrants.
- B. ESW will complete the SSSD 3002 – Supportive Service Payment Authorization
- C. ESW images and indexes the SSSD 3002 into C-IV.
 - 1. Index notes should include payment period
- D. ESW processes the supportive service payment in C-IV. Refer to Section XIII – Processing Payments in C-IV

XII. Diaper Payments

- A. Effective April 1, 2018, some WTW participant families are eligible to receive \$30 per month for each qualifying child. Those WTW participants who are eligible to receive the payment include participants who are in the following statutes as of the first day of the month:
1. Active in WTW and assigned to a WTW activity, regardless of the number of assigned hours or hours currently participating in.
 2. Active in WTW however has not yet been assigned an activity or is in between activities. This includes participants with zero hours.
 3. Cal-Learn Teens
 4. Exempt Volunteers
 5. Sanctioned and in an active curing plan
 6. Removed from aid and in an active curing plan
 7. In non-compliance
 8. In Good Cause status, however participating in any approved activity, in a Family Stabilization Plan, or in a Housing Support Program plan.
 9. Active in Job Retention.
- B. Participants qualify for the Diaper Payment if they have a qualifying child under 36 months of age. Diaper benefits shall continue through the month in which the child turns 36 months old. A qualifying child is defined as:
1. Child is under 36 months of age as of the first day of the month; **AND**
 2. Child is receiving CalWORKs; **OR**
 3. Child is ineligible to receive aid (e.g. due to receipt of SSI benefits) and is under the care and control of the WTW participant.
- C. Families with more than one WTW adult is only eligible to receive one diaper supportive service payment each month based on the number of qualifying children in the home.
1. One parent in a two-parent household must be eligible for the household to receive a Diaper Supportive Service.
- D. WTW participants who meet the criteria to receive a payment, will automatically receive the diaper supportive service each month. Participants have the option to opt-out of receiving this benefit.
1. A participant who opts out will need to have the WTW 2 completed showing they have opted out. Refer to Bulletin 18-02 for further instructions.
 2. A participant will be shown as opted out in C-IV but choosing "Diaper Allowance Opt-Out" on the Customer Options Detail Page.
- E. All diaper supportive services shall be issued as an advanced payment at the beginning of each month or immediately when they become eligible to the benefit, whichever comes first.
1. The NA 823 – Notice of Action – Ancillary Expenses Approval/Denial shall be sent to the participant when the diaper payment has been approved.
 2. If a participant is not approved for the diaper supportive service prior to any activity, the participant will be considered as having good cause for not complying with their activity until such time as the benefit is approved.
 3. Ten (10) day notice is required to discontinue the diaper supportive service. If a participant does not receive ten (10) day notice, they are eligible to receive the diaper supportive services until ten (10) day notice is provided. An overpayment will not be collected. The NA 823 – Notice of Action – Ancillary Expenses Approval/Denial NOA is currently used to provide

discontinuance notice for diaper supportive services. Refer to Bulletin 18-02 for examples on how to complete the NOA.

- a. Diaper benefits shall be discontinued or decreased at the following times:
 - 1) First of the month following the month a qualifying child turns 36 months old.
 - 2) First of the month following the month in which a participant Opts Out of diaper benefits.
 - 3) When a participant becomes ineligible to diaper benefit based off of WTW status.
 - i. In a two-parent household, the benefit shall continue if there is a second parent who still qualifies.
- F. C-IV automatically issues diaper supportive service payments, however all cases shall be reviewed that a payment is received when the WTW participant's eligibility changes.
 1. In the circumstance that C-IV does not issue a payment automatically, the ESW shall process the payment manually. The ESW will:
 - a. Create a need
 - 1) Category = Other Supportive Services
 - 2) Type = Diaper Allowance
 - b. Create a service arrangement
 - 1) Enter the number of children to receive the diaper assistance payment in the Service Type Description field.
 - 2) Enter the total dollar amount of diaper assistance in the Total box (number of eligible children times \$30).
 - c. Create a payment request
 - 1) Service Month = month payment is to be issued for.
 - 2) Issuance Method is:
 - i. EBT if payment is going to the payee of the CW case.
 - ii. Warrant if payment is being issued to the Cal-learn teen
 - 3) Comment that payment is for diapers
 - d. Generate an NA 823 approving the diaper assistance payment
 - 1) Refer to Bulletin 18-02 for examples of how to complete the NA 823
 - e. Complete a C-IV Journal to include:
 - 1) Number of children eligible to diaper assistance payment
 - 2) How parent qualifies for payment
 - 3) Notice action taken.

XIII. Processing Payments in C-IV

- A. Upon receipt of the SSSD 3000, SSSD 3007, and/or receipts, the ESW will review the document(s) for completeness, sign the document, and image/index into C-IV.
 1. Index notes should include payment period.
- B. ESW creates a need, service arrangement, and payment request for the supportive service in C-IV (Refer to C-IV Job Aids)
 1. On the Payment Request screen the following information should be included in the "comments" field:
 - a. If the case is assistance or non-assistance
 - b. Is the service education or work related
 - c. "Payment to be made from State Maintenance of Effort funding only" if glasses or dentures is the supportive service.

2. On the Payment Request screen the appropriate payment code shall be entered.
 3. ESW shall have a manager complete a payment request for any amount that exceeds \$1,000.
- C. The ESW will ensure the appropriate notice of action (NOA) goes out with timely and adequate notice. If C-IV does not issue the appropriate NOA, the ESW will complete and send a manual NOA
1. NA 820 – Notice of Action – Transportation Approval
 2. NA 821 – Notice of Action – Transportation Approval/Denial
 3. NA 822 – Notice of Action – Transportation Change
 4. NA 823 – Notice of Action – Ancillary Expenses Approval/Denial
 5. NA 824 – Notice of Action – Transportation Extension
 6. NA 825 – Notice of Action – Transportation Payment Adjust
- D. Complete a C-IV journal entry detailing the amount of payment or reimbursement, period of time supportive services covered, and reason for payment or reimbursement (to include why mileage being paid at mileage reimbursement rate).
1. Journal entry should not be made by appending a NOA entry.
- E. If the request is an urgent need, send an email to the fiscal clerk to notify them that a payment request has been created and needs to be approved.
- F. The ESW who processes the payment request may not be the person who picks up the payment from the fiscal department. The ESW must arrange for another County Worker to pick up and deliver payment.

XIV. Fiscal Responsibilities

- A. Fiscal staff will notify the ESW via email if the payment request is not able to be approved or needs adjustment.
- B. For advanced payments – fiscal staff will obtain any verification of payment from journal entry and/or WTW 2 in the system.

REFERENCES:

ACIN [I-50-04](#) – WTW 8, Student Financial Aid Statement
 ACIN [I-57-16](#) – Education & Training Supportive Services & Verification in WTW
 ACL [91-05](#) – GAIN Policy Questions and Answers
 ACL [00-12](#) – Limitation to Providing Necessary Supportive Services
 ACL [00-54](#) – WTW Transportation Services
 ACL [03-15](#) – Q&A Relating to WTW Transportation Services
 ACL [04-04](#) – Q&A Relating to WTW Ancillary Services
 ACL [10-09](#) – WTW Supportive Service Reimbursement
 ACL [16-99](#) – WTW Participation Requirements for Teens
 ACL [18-38](#) – Implementation of Assistance with Diaper Costs – Supportive Services
 ACL [18-38E](#) – Errata to Implementation of Assistance with Diaper Costs
 ACL [18-134](#) – Q&A Relating to Implementation of Diaper Supportive Services
 Bulletin [18-02](#) – WTW Supportive Service - Diapers
 C-IV Job Aid – Needs – Create and Maintain
 C-IV Job Aid – Service Arrangements – Process for WTW and FSET
 C-IV Job Aid – Payment Requests – Manage

FORMS

- ABCDM 228 – Release of Information
- NA 820 – Transportation Approval
- NA 821 – Transportation Denial / Discontinuance
- NA 822 – Transportation Change
- NA 823 – Ancillary Expense Approval/Denial
- NA 824 – Transportation Extension
- NA 825 – Transportation Payment Adjustment
- SSSD 1009 – Referral to Church Women United – Clothing Center
- SSSD 1037 – Vendor Questionnaire
- SSSD 3000 – Monthly Participant Timecard
- SSSD 3002 – Supportive Services Payment Authorization
- SSSD 3007 – Job Search Log and Mileage
- Ross Dress for Less Form
- Quinn’s Uniforms Merchandise Requisition Form
- VER 109 C-IV – Sworn Statement
- WTW 2 – WTW Activity Agreement
- WTW 8 – Student Financial Aid Statement – WTW Supportive Services
- W9 – Request for Taxpayer Identification Number and Certification

CONTACT PERSON(S):

Shanna Gardner, Staff Services Analyst

END OF PROCEDURE

REVISION HISTORY:

Revision	Date	Description of Change	Requested By
1.0	05-31-11	Biennial Review. Updated to new procedure format. Updated to include new C-IV Processes and added in corporate card process.	S. Gardner, SSA II
1.1	04-24-12	Updated to include Advanced Payment piece as well as remove requirement that supervisors need to sign for anything over \$100. Added in use of SSSD 3002 form instead of NW 702, NW 700, & NW 697	S. Gardner, SSA

Revision	Date	Description of Change	Requested By
2.0	03-29-19	Biennial Review. Changes include: <ul style="list-style-type: none"> ○ Renamed Procedure from Supportive Service Payments to Supportive Services – Other. ○ Included ACIN I-57-16, ACL 18-38, ACL 18-38E, and ACL 18-134. ○ Changed Clothing process & updated processes for Quinn’s 	S. Gardner, SSA

Questions and Answers

Question 1: Can the county discourage participants from using supportive services available through CW based on the participant's receipt of financial aid that may be used to cover items such as books and school supplies.

Answer: No. Necessary supportive services cannot be denied or reduced based on the participant's receipt of financial aid unless the participant voluntarily chooses to use their financial aid to cover costs that otherwise would be covered by CW supportive services. Regardless of what is stated in a financial aid letter, a participant's use of financial aid to pay for supportive services is voluntary. The WTW 8 must be used to document the participant's choice. (MPP 42-750.3 and ACL 99-32)

Question 2: Must counties pay for books and other costs needed for elective classes selected by the participant?

Answer: These costs must be paid by CW if the elective classes count toward the degree or certificate program that is part of an approved WTW plan, even if they do not count toward the participant's major or concentration. (ACL 99-32).

Question 3: Does the county have to pay for disability accommodations? For example, must a county pay for a rolling backpack for someone with a back impairment? Must a county pay for a tape recorder for someone with learning disabilities when an evaluator says it is necessary for participating in the assigned activity?

Answer: Yes. A county is responsible, and must pay, for reasonable accommodations that are not otherwise provided by other sources (Department of Rehabilitation, Workers' Compensation, etc.), if the items are necessary for the individual to participate on an equal basis with non-disabled participants in his or her approved WTW activity(ies). Although counties can verify whether any other entity can or is providing for the accommodation, the verification time must not interfere with participation by the individual. Reminder: Disabled individuals who want accommodations are not required to disclose their diagnosis, but only verify the nature and extent of their disability(ies). Providers often can verify accommodation needs. Free services, such as the Job Accommodation Network (<http://janweb.icdi.wvu.edu>) can also assist in determining reasonable accommodations.

Question 4: Must counties pay for clothing and shoes when a participant in a WTW activity other than Job Club/Job Search has a job interview?

Answer: Yes, if they are items necessary for a participant to secure or retain employment or participate in any other approved assignment or activity.

Question 5: Must a county pay for ancillary costs if a person is working and/or participating less than 20/30/35 hours a week?

Answer: Yes. There is no minimum number of hours required to receive payments for ancillary expenses. An individual working or participating less than full time is still eligible for ancillary payments to support the

approved activities in which they participate. Supportive services, including ancillary services, must be provided if they are necessary for the person to participate in an assignment or activity that is part of the person's WTW plan, or to obtain/retain employment.

MPP 42-711.61 states that any recipient of aid who is required or who volunteers to participate in WTW activities shall enter into a written WTW plan with the county. According to MPP 42-711.635, the participant must maintain satisfactory progress in the activities to which the participant is assigned, and the county shall provide the necessary supportive services set forth in the WTW plan.

Question 6: Must a county pay for costs incurred for an approved WTW activity when the participant does not have a receipt? For example, a student buys books and finds out later that CW would have paid for them, but the student doesn't have the receipt anymore even though she/he produces an affidavit and report card that validates the individual took the classes for which the books were used.

Answer: Yes. When receipts or other documentation are not available, a written declaration which includes an explanation of why the expense was necessary and no documentation is available, and signed by the participant under penalty of perjury, shall be acceptable if the county has no information to the contrary.

SUPPORTIVE SERVICES REPORTING CRITERIA

Counties are required to report child care, transportation, and other supportive services separately under two categories: Assistance and Non-Assistance (i.e. excluded from the definition of Assistance).

Assistance is defined as: Cash payments, vouchers, and other forms of benefits designed to meet a family’s **ongoing** needs (i.e. food, clothing, shelter, utilities, household goods, personal care items, and general incidental expenses)

ASSISTANCE (A)	NON-ASSISTANCE (NA)
<p>The “Assistance” definition includes benefits even when they are:</p> <ul style="list-style-type: none"> • Provided in the form of payment by a TANF agency, or other agency on its behalf, to individual recipients AND • Conditioned on participation in any work activity, work experience or community service. • It also includes a supportive service such as transportation and childcare provided to families who are <u>not employed</u> unless excluded (or defined as Non-Assistance). 	<p>Non-recurrent, short-term benefits are excluded from the definition of “Assistance”. NA benefits are:</p> <ul style="list-style-type: none"> • Designed to deal with a specific crisis or episode of need. • Will not extend beyond four (4) months. • Work subsidies (payments made to employers or third parties to help cover wages, benefits, supervision, and training) • Supportive services such as child care and transportation to families that <u>are employed</u> • Services such as counseling, case management, peer support, transitional services, and job retention/job advancement and other employment-related services that do not provide basic income support, and • Transportation benefits under Job Access or Reverse Commute project.

