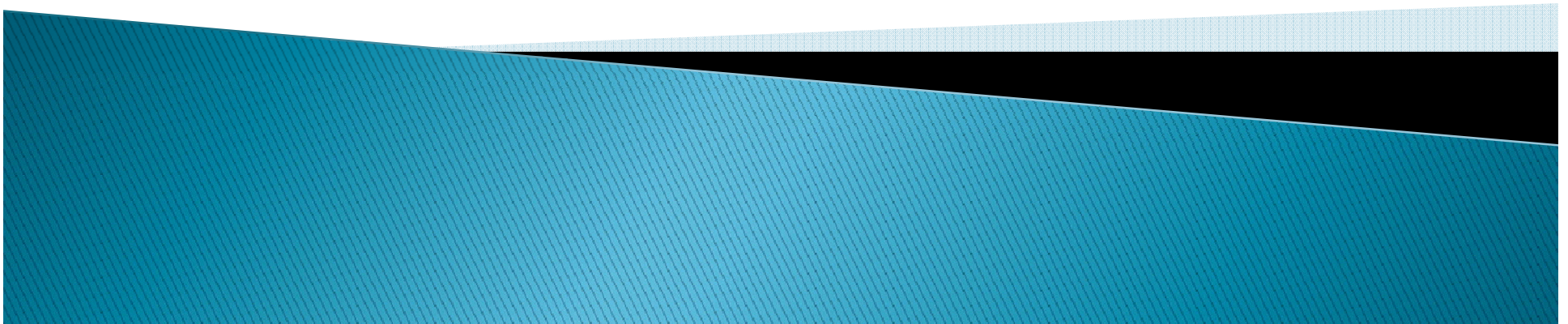


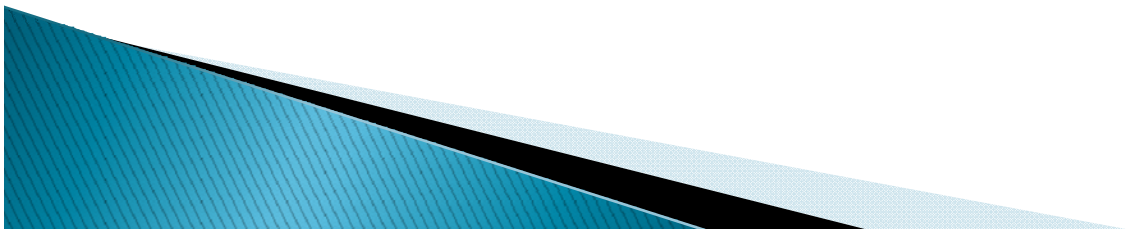


Support Services



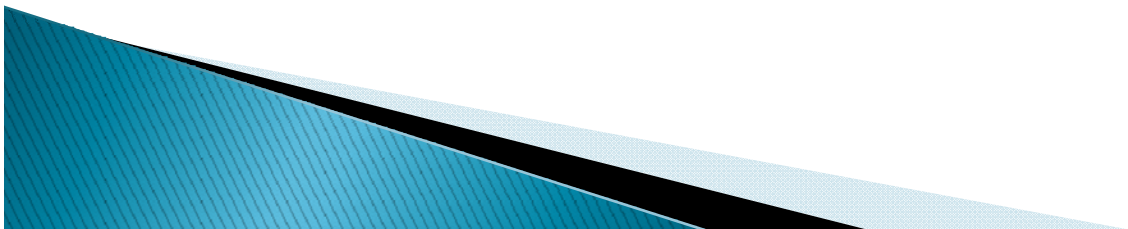
Today

- Housekeeping
- Purpose
- Objectives
- Details – Slides
- Details – Procedures
- Questions and discussion
- Adjourn



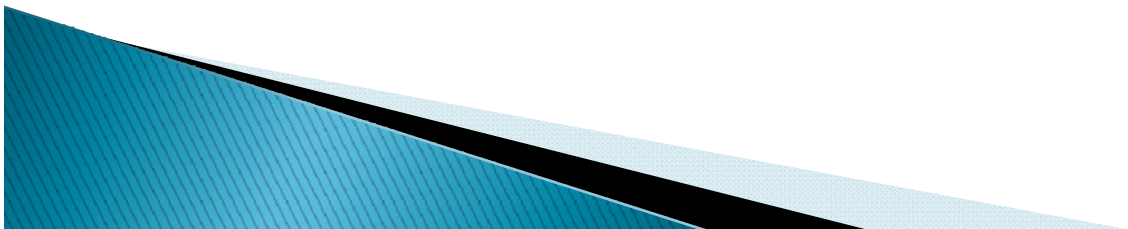
Purpose

- The purpose of this workshop is to dedicate time when we all can review, answer questions, explain and reached shared understanding about the new Support Services policy and set of procedures.
- WFS Revised the 2009 Support Services Policy in December 2013 and again late last week.
- New revisions being reviewed today (in part because of questions asked at 2/11/14 workshop).



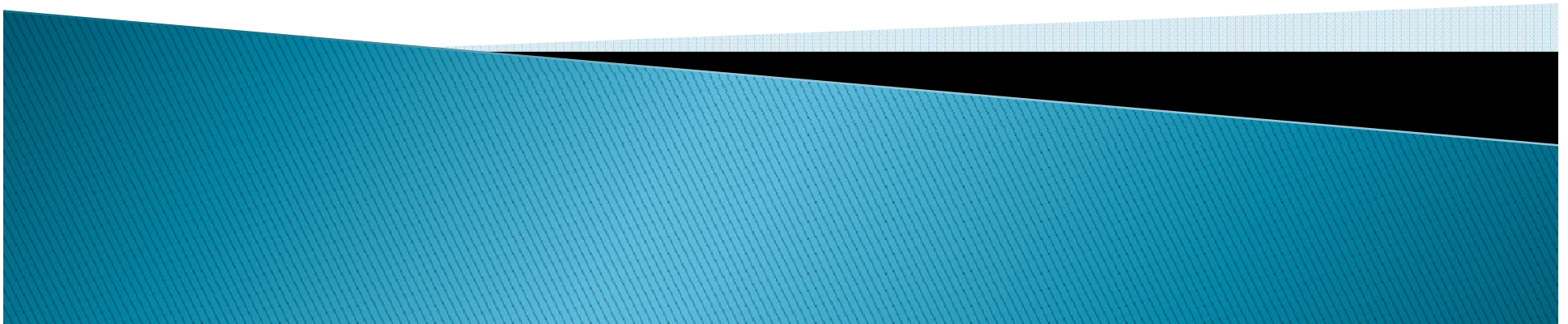
Objectives– participants should be able to:

- State the purpose of the workshop
- Describe two changes from 2009 policy to current policy
- Describe new support services limits and new areas of discretionary action on part of agency
- Describe allowable and non-allowable expenditures
- Discuss Work Incentive Awards and benchmarks
- Discuss the principle of “closely related” concept



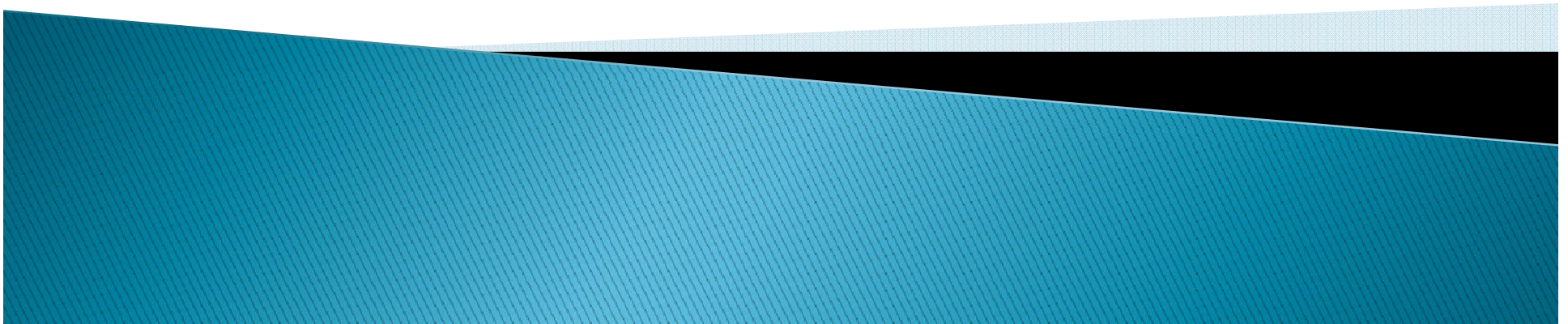
Questions for 2/11/14

- How long can we provide support services for working at exit MFIP participant?
- What is our policy for serving clients who are closing at 60 months?
- What about the manual statement about people in certain situations who are under the 200% federal poverty guidelines?



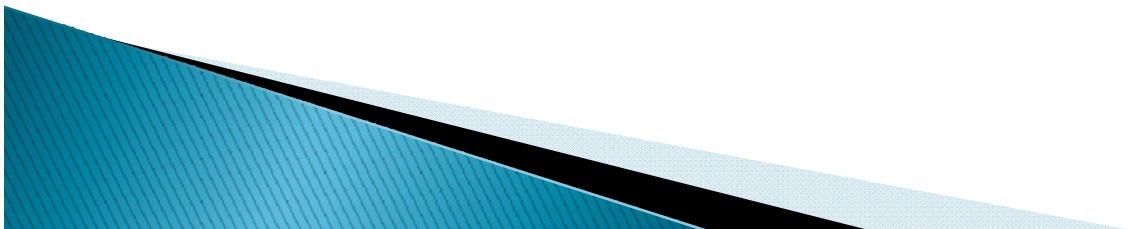
What is new?

- Flexibility and coverage for audits
- Broadened WFS philosophy about support for the participants we serve within the revised vision
- Broadened the opportunity for agency manager discretion of support services funds
- “Up to” dollar limits expanded
- Length of support service provision expanded
- Inclusion of families at risk to going on MFIP and DWP served through under 200% FPG rule
- Benchmarks for incentives



DHS Manual 10.6 and 10.9

- ▶ 10.6 – Counties have flexibility to use money from their MFIP Consolidated Fund Allocation to provide post-MFIP Employment Services for families who meet certain eligibility requirements and have income below 200% of the federal poverty guidelines. (WFS has set time or occurrence limit)
- ▶ 10.9 – Funds to provide employment services, including client support services, are part of the MFIP consolidated fund. Counties and tribes must give priority to families currently receiving MFIP, DWP, Family Stabilization Services (FSS), and families at risk of receiving MFIP or DWP. The following applicants whose income is below 200% of the Federal Poverty Guideline (FPG) for a family of the applicable size are eligible for services using the consolidated fund:
 - Families with a minor child; or
 - A pregnant woman; or
 - A non-custodial parent of a minor child receiving assistance.



DHS Manual 10.9 (continued)

- ▶ Allowable Employment Services expenditures include:
 - **Client Education** – includes direct costs of education (secondary and post-secondary), including tuition, books, application fees, testing fees, etc.
 - **Transportation Expenses** – include bus passes, cab fare, mileage, bus tickets, allocated expenses of a van pool or bus, auto purchase or lease, insurance and repairs.
 - **Employee Related** – includes costs of employment-related expenses such as work tools, uniforms, safety shoes, trade licenses, interview clothing and work incentive awards.
 - **Housing** – includes housing-related expenses such as rent, mortgage payments, security deposits, furnishings and utilities.
 - **Other** – services and benefits that do not meet the definitions of any of the above categories. Examples of other are: wage subsidies, cost of vocational or functional assessments that are not covered by medical assistance.



DHS Manual 10.9 (continued)

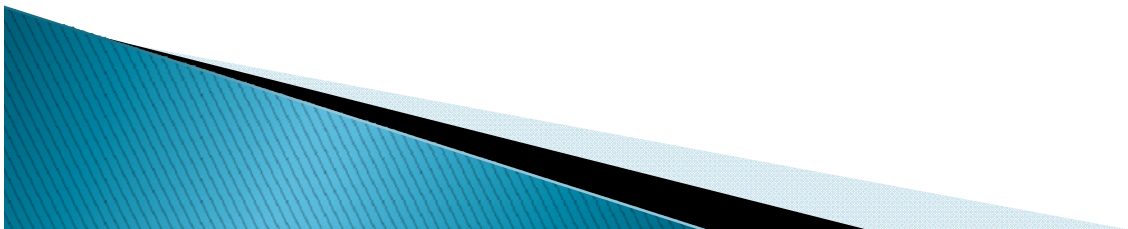
WHAT IS NOT COVERED

- ▶ MFIP funds cannot be used to cover:
 - Medical services
 - Fines
 - Parking tickets
 - Restitution or other penalties
 - Payments on defaulted student loans.

- ▶ Federal regulations have generally prohibited use of funds by agencies for the cost of:
 - Amusement
 - Diversion
 - Social activities
 - Ceremonial events
 - Related costs such as meals, lodging, rentals, transportation, and gratuities.

- ▶ **NOTE:** This means that ceremonial events, facility costs, and gifts for participants should not be covered with MFIP funds. Costs for refreshments served during direct program activities, however, are acceptable

- ▶ No time or dollar amount limits are described in 10.9



What's New in 2014 Policy and Procedure? Expanded Limits

- ▶ Eligibility used to say “in first 57 months” – now says “0–60 month participants, approved Extended participants and enrolled DWP participants”
- ▶ And we have a provision for people having just left at 60 months and for certain people below the 200% federal poverty guideline
- ▶ Up to two months for non-working MFIP exited at end of 60 months
- ▶ Up to nine months transportation support for on-MFIP working (used to be four)
- ▶ Up to nine months support services for working-exited participants (retention)
- ▶ Up to \$150 month for transportation
- ▶ Up to \$1,500 car repair annually*
- ▶ Up to \$400 for employment related*
- ▶ Up to \$2,500 for education
- ▶ Driver's ed and up to 6 hours behind the wheel
- ▶ Up to \$1,000 non-recurring housing emergency
- ▶ Benchmarks for incentives

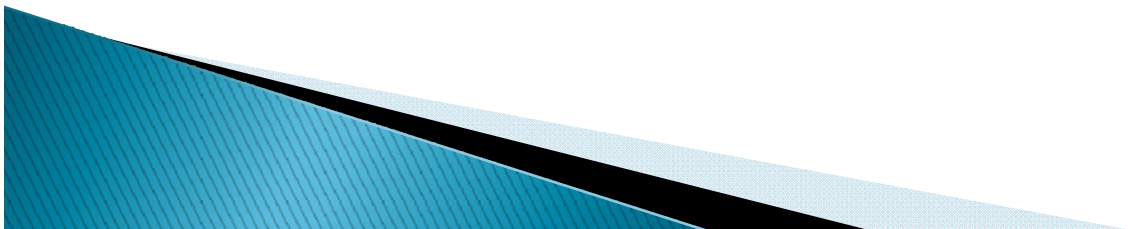


What's New in 2014 Policy and Procedure? New Discretion

Agency manager discretion:

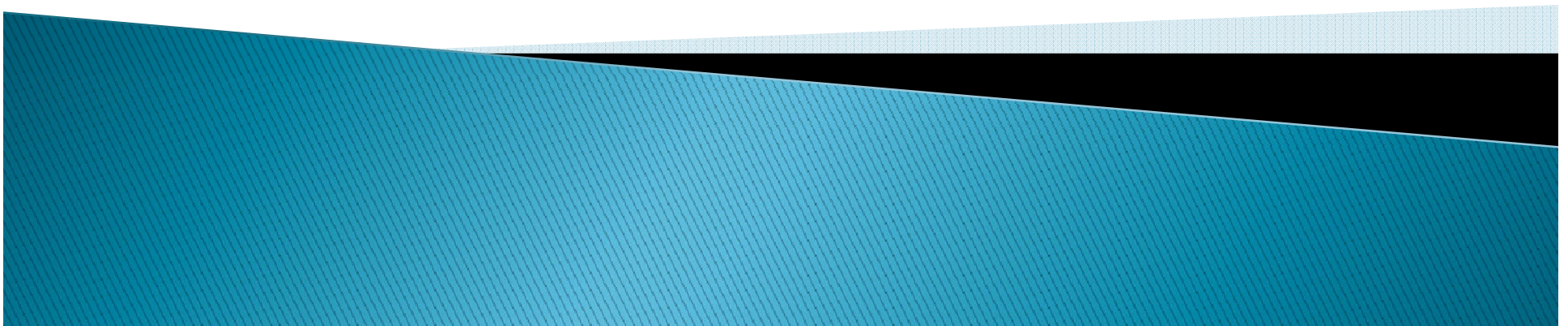
- ▶ People leaving at 60 months
- ▶ Up to two months for non-working MFIP exited at end of 60 months
- ▶ Certain people below the 200% federal poverty guideline
- ▶ Whether one-time event or up to two months for these under 200% families
- ▶ Up to nine months support services for working-exited participants
- ▶ Up to nine months transportation support for on-MFIP working (used to be four)
- ▶ Up to \$1,500 car repair annually*
- ▶ Up to \$400 for employment related*
- ▶ Up to \$2,500 for education
- ▶ Driver's ed and up to 6 hours behind the wheel
- ▶ Up to \$1,000 non-recurring housing emergency
- ▶ Benchmarks for incentives – nominal; no more than \$30 for even the most achieving of benchmarks

Rationale for exceptions by Manager must be case noted



Case–noting in WF1 and Support Tab

- Enter information in WF1 case notes and the Support Tab for participants on WF1
- Create paper file for those receiving support under the below 200% FPG provision



Assistance and Non-Assistance Definitions

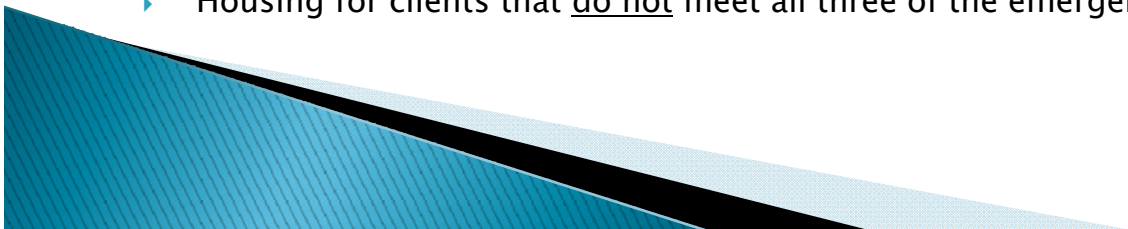
DHS Bulletin #12-32-03 Definitions (Dated 2/2/2012)

- ▶ **Working Clients** – include all permanently, temporarily or occasionally employed clients, as well as clients that have a job start pending, during the reporting period.

- ▶ **Emergency Criteria** – to qualify as an emergency, all three criteria must be true:
 - ▶ 1) there is a qualifying emergency episode;
 - ▶ 2) the emergency is expected to be resolved within 4 months;
 - ▶ 3) the emergency is **NOT** expected to recur.

- ▶ DHS Defines Non-Assistance Expenditures as:
 - ▶ Client education expenses
 - ▶ Transportation for a non-working client that meets all three emergency criteria
 - ▶ Transportation for a working client
 - ▶ Employment related expenses
 - ▶ Housing for clients that meet all three of the emergency criteria

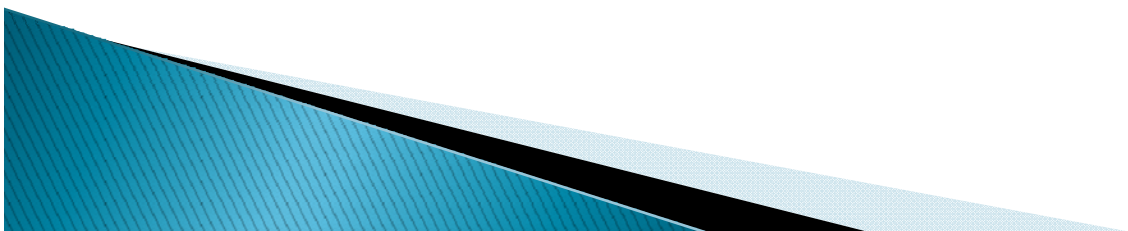
- ▶ DHS Defines Assistance Expenditures as:
 - ▶ Transportation for non-working clients that do not meet all three of the emergency criteria
 - ▶ Housing for clients that do not meet all three of the emergency criteria



Work Incentives

Each agency has the option to implement a reasonable use of incentives as a tool to reinforce participant achievement and activity. Incentives should be nominal (for example \$10) and should not exceed \$30 per benchmark.

- ▶ Federal law prohibits the use of TANF funds for gifts; however, work incentive awards are allowed if:
- ▶ The work incentive award is used to acknowledge benchmarks in the participant's progress toward self-sufficiency (e.g. when a participant completes a class, obtains a GED, gets a job, or retains a job for a certain length of time).
- ▶ Benchmark behaviors and achievements are set and work incentive awards are made available to all MFIP participants within the agency.
- ▶ Work incentive awards are not provided to pay for participant's basic needs such as food, shelter and utilities (e.g. certificates to grocery stores).
- ▶ Work incentive awards are not used to replace support dollars for other allowable items such as expenses to find or accept a job, or to resolve a shelter crisis.



Closely Related

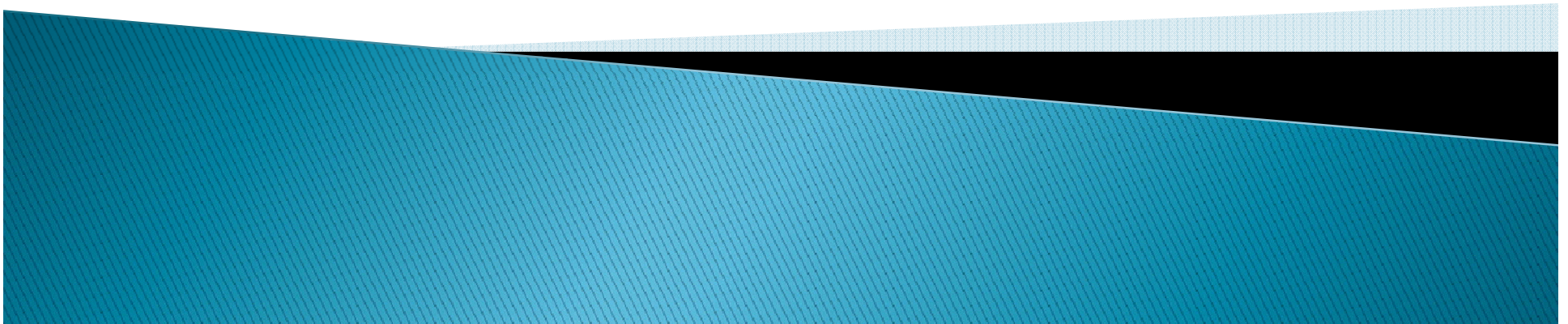
A Closely Related Rule

A policy cannot anticipate all of the specific items that could be included in support services. Providers are encouraged, when using their discretion regarding the expenditure of support service funds on an item not listed here, to:

keep in mind that support service payments are generally related to supporting the participant in engagement, job search, education and training, employment-related expenses, or job retention; and

consider whether the item in question is closely related to an item that is covered or not covered. For example, birth certificates are not listed in this policy as an acceptable expense but since a birth certificate is required (closely related) for the authorization of child care, paying for a birth certificate is a reasonable, acceptable expense.

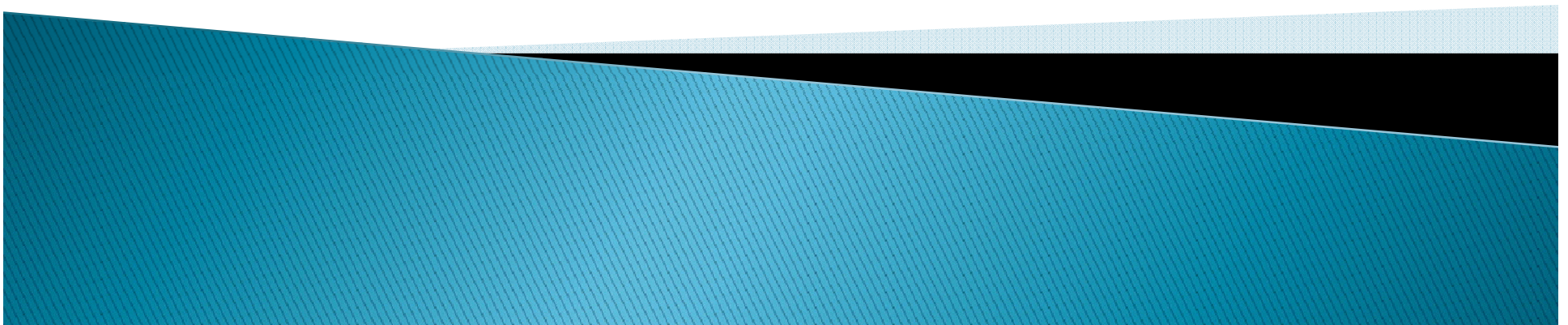
If an agency has a question about whether an item such as the fore-mentioned birth certificate, etc. is more closely related to any of the prohibited expenditures (medical service, fine, parking ticket, restitution or other penalty, or payment on defaulted student loan, cost of amusement, diversion, social activity, ceremonial event or related cost) than to a permitted expense, call the assigned WFS Planner to discuss.



Review:

Operational Definition

**Support Services Policy and
Procedure**



Conclusion

- ▶ Thank you for your time and attention

