

Effective Date: Revised April 7, 2014

Contact Person: Agency Planner

OPERATIONAL DEFINITION: Support Services

Agencies are expected to make available support services including transportation, clothing, child-care transmittals, and other additional supports to engaged, working and non-working participants. The intent of support services is to aid in work readiness preparation activities or helping to stabilize employment.

Agencies are expected to use 12% or more of their annual MFIP budget on participant support service funds. Agencies are to consider participant support fund requests (as within existing and future policy) contingent on funds availability.

Support Service funds are made available to help participants remove barriers from obstructing their path. Agencies are strongly encouraged to proactively distribute these funds to participants when applicable to the goals and activities set in their current employment plan and when in compliance (or to get in compliance) with the employment plan.

Agencies are expected to make these funds equally available to Universal Participation or Family Stabilization Services participants with an active MFIP case, or for Workforce Solutions Diversionary Work Program participants with an active case.

At the discretion of the agency supervisor or manager, per agency policy, these funds are available to use as retention support for up to nine months for Ramsey County participants having left MFIP employed or for DWP participants having left employed and not on MFIP during the period of post-DWP retention support.

At the discretion of the agency manager, and fund availability, support services can be provided for up to two months for non-employed, post-MFIP exited Ramsey County participants immediately after having passed the 60 month limit if the participant meets the under 200% federal poverty guideline criteria. Record keeping and case notes are required for these instances.

Also at the discretion of the agency manager, and fund availability, support services can be provided, per DHS ES Manual Section 10.6 and 10.9, to families at “risk of receiving MFIP or DWP...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.” Record keeping and case notes are required for these instances.

Support services funds are “last funds used.” When other resource funds are available, those funds are to be used before using the MFIP Support Service Funds.

Policy, to provide guidelines for maximizing the value to participants of available support funds, allowing agencies more discretion of the use of support services funds, and helping foster the consistent use of support funds across the Ramsey County DWP/MFIP employment services system, has been revised to reflect this operational definition.

4/7/2014

