

DETROIT WORKFORCE DEVELOPMENT DEPARTMENT

(A Michigan Works! Agency)

TANF SUPPORTIVE SERVICES

POLICY AND PROCEDURES: Revised *May 2007*

The following policy and procedures have been established to assist the Detroit Workforce Development Department (“DWDD”) service providers in providing employment related supportive services to participants who have barriers to employment and/or training, that if left unaddressed, would keep them from successfully participating in training and/or obtaining and retaining employment. A full complement of employment related supportive services is available to support welfare reform initiative participation that will enable participants to pursue, obtain, maintain, and enhance employment, as well as participate in other aspects of welfare reform opportunities including occupational training and/or educational activities.

The State of Michigan, Wayne County Department of Human Services (“DHS”) may support the welfare reform program participation through the provision of family supportive services that may be necessary for successful participation. The DHS may provide employment supportive services for participants who are not active with DWDD service providers on the One-Stop Management Information System (MIS).

Supportive services are defined as services necessary to enable an individual to successfully participate in the Detroit Workforce Development Department’s welfare reform programs (primarily Work First, JET, NCR, and NCP) until his/her Family Independence Program (FIP) cash case closes. All services are to be provided on an individually determined basis for participants who are enrolled in welfare reform, employment related, program components.

Service Providers will provide supportive services for Food Assistance Employment and Training and Non-Cash Recipient program participants in accordance with state and local direction. Note however, that services for all participants, regardless of eligibility criteria, will only be considered and provided for people who are active on the One-Stop MIS and who are participating in a welfare reform program. All employment related supportive services will be provided in accordance with:

- Directives set forth by the Detroit Workforce Development Department and the Michigan Department of Labor and Economic Growth (“DLEG”),
- Procedures set forth as a portion of this policy and procedures, and
- Availability of funding allocation.

ELIGIBILITY REQUIREMENTS

Participants who have been determined in need of specific services and resources in order to successfully complete welfare reform program participation and/or training as set forth in their Individual Service Strategy (ISS), should be provided with employment related supportive services to assist them in achieving their plan(s). Supportive services are only to be provided on an “as needed” basis in order that barriers be removed allowing the participant to successfully and actively participate in welfare reform initiatives that will ultimately lead to his/her economic self-sufficiency and subsequent FIP cash case closure. The provision of work-related supportive services must be documented in the ISS, and is ***not to be considered a participant entitlement***. Documentation, at a minimum, must indicate that the participant has a specific identified, work-related barrier(s), which can be addressed and removed through the provision of supportive service(s).

Provision of work-related supportive services is limited to the purchase of goods and/or services necessary to promote the participant’s retention in the welfare reform program(s), or to the pre-approved reimbursement of costs associated directly with training where other employees or students are required to obtain the same goods and/or services. Employment related supportive services offered by DWDD service providers include, but are not limited to clothing, transportation allowance, automobile assistance, medical services, and special services (one-time work related).

Effective July 1, 2006, in accordance with OMB Circular A-87, Attachment A, Section C.1. which states that all costs charged to Federal programs must be adequately documented, participants are required to submit the receipt for all supportive services purchased with checks issued by the City of Detroit. Documentation must be submitted within 10 business days of purchase. Failure to submit the purchase receipt will result in the elimination of any future supportive services, including, but not limited to transportation (bus tickets, mileage reimbursement, van transportation), clothing, automobile purchase, and automobile repair.

ELIGIBLE POPULATION

Welfare Reform applicants/participants who are actively participating with the Detroit Workforce Development Department’s service providers are eligible to receive supportive services as determined necessary to successfully:

- Complete their Individual Service Strategy (ISS),
- Participate in employment-related activities, and
- Achieve FIP cash case closure due to their progression to economic self-sufficiency.

The need and rationale for any service provision must be documented in the participant’s ISS, which in turn, must be updated as the need for supportive services change throughout the course of employment and/or training. The service providers must coordinate the provision of employment related supportive services with the Wayne County

Department of Human Services (“DHS”) in order that services are not duplicated and/or service maximums are not exceeded between the two entities. This should be done via the One-Stop MIS. All requests for services necessary for the participant’s successful program completion will be considered and acted upon, on an individual basis, while keeping in mind that participants are not **entitled** to supportive services. **Individuals must be actively involved in approved work-related activities (PI 06-11 and changes) when checks are received by the service provider and disbursed to the participant.**

DETERMINATION AND DOCUMENTATION OF PARTICIPANT NEED

1. Program Applicants

Transportation allowances (most often bus tickets) will be provided by the DHS in order that the applicant/participant is able to attend Work First/JET General Intake Session. Upon their enrollment into a DWDD welfare reform program, the service providers will be responsible for the provision of transportation allowances.

2. Program Participants

Provision of services is limited strictly to those services necessary to enable the participant to successfully complete total program participation. Documentation of the need must be included and updated in the participant’s ISS.

REQUEST AND AUTHORIZATION FOR SERVICE PROVISION

The provision of all employment related supportive services must be documented through the use of one or more of the following forms that must be completed as the service is being requested: *Request for Supportive Services, Special Vendor Payment, Auto/Transportation Vendor Payment*. Note that participants are responsible for obtaining their own estimates for specified services.

TRANSPORTATION ALLOWANCES

Allowances for public transportation or private automobile mileage reimbursement may be provided for all allowable activities under Work First, up to and until the participant completes a 180-day retention. Public transportation allowances or private automobile mileage reimbursement may be provided to participants enrolled in education or training activities for the duration of their participation with the exception of Vocational Occupational Training (VOT). State Law allows 36 months of VOT participation in conjunction with a Community Service Program, however, supportive services may only be provided for up to 24 months.

Allowable transportation activities include traveling to and from the participant's home to a job interview, job site, childcare provider, job club, an education or training facility, or to a community service site.

Compensation for transportation is the actual cost for public transportation or 20 cents per mile for the use of a private automobile. Payment of a flat rate is allowed, but the rate must be based on public transit costs or actual miles. In a two-parent family, each parent is eligible to receive a transportation allowance if they are meeting their Work First requirements and have the need for separate transportation.

Bus Tickets

Please contact your DWDD Fiscal Planner for policy on the provision of bus tickets/passes.

AUTOMOBILE PURCHASE

Up to \$1,200 may be authorized toward the purchase of an automobile if it will be used as the participant's primary means of transportation for employment-related activities, even if public transportation is available. In a two-parent family, each parent may be eligible to receive up to \$1,200 toward the purchase of an automobile. Payment may be authorized for a licensed mechanic's inspection in addition to the \$1,200 automobile purchase authorization. Automobile purchase is limited to once in a client's lifetime.

To prevent a misappropriation of funds, the automobile must be registered and insured in the name of the member of the eligible family. For purposes of this policy, a member of the eligible family is defined as any adult who is included in the FIP grant.

While the state does not have a policy that prohibits the purchase of an automobile from a relative of a participant, the MWAs must ensure that all policies and procedures are followed.

Automobile purchases may be approved for those participants who have been employed for at least thirty days and who are determined in need of the assistance. The thirty days requirement may be waived in those instances where meeting that requirement may constitute a barrier in itself. Documentation of the need to waive the thirty days requirement must be contained in the ISS and submitted with the Request for Supportive Services.

The request for automobile purchase is determined on an individual basis and must be carefully examined. Participants must be informed that processing the request is dependent upon the individual providing the service provider with the required information. Service Providers must ensure that participants do not currently have a car, prior to approving the request for car purchase. At a minimum the following documentation must be obtained and included in the participant file:

1. Eligibility for Car Purchase: Participants must be in work-related activity on the One-Stop MIS. Actual hours must be documented and entered in the appropriate fields on MIS.
2. Employment Status: Employment verification must be documented with a minimum of one check stub, with the exception of individuals paid on a monthly basis. In certain instances, based upon the participant's situation, the requirement of thirty days employment prior to the provision of automobile purchase may be waived with prior approval of DWDD. ***Participants must still be employed at the time supportive services checks are received by the DWDD service provider.***
3. The Secretary of State's office may be used to verify that the participant holds a current, valid Michigan driver's license. Their office, as well as other law enforcement agencies, may also be used to verify that participants have no outstanding tickets. Service providers will use the Secretary of State Documentation for this purpose. Service providers may also authorize payment for the Secretary of State's fees for information provision.
4. After the service provider obtains all the initial verification, as listed above, the participant's employment status must be re-verified prior to the actual automobile purchase (check stub or verification from employer may be used). The service provider will again check to make sure participant is still active on the One-Stop MIS.
5. The participant is told of his/her responsibility in obtaining the automobile, including finding the car he/she wishes to purchase. The service provider should emphasize budgeting to be sure the participant will be able to afford the vehicle payments, upcoming insurance costs as well as cost of an extended warranty and future repairs, since vehicles are usually purchased "as is".
6. The participant must obtain two estimates, (from different vendors), for the purchase of an automobile. If automobile is being purchased from an individual, that person must submit a written statement, (Automobile Purchase Disclosure form) of the vehicles dependability and if repairs are needed, such repairs must be delineated as a part of the statement. Payment for a vehicle inspection in order to determine a vehicle's roadworthiness may be authorized. Payment to the certified and licensed mechanic may be made in addition to the automobile purchase maximum amount.
7. Checks will be issued in the names of the vendor/seller and participant.

AUTOMOBILE REPAIR

Automobile repairs may be authorized up to \$900 per participant in any 12-month period for an automobile that is his or her primary means of transportation for employment-related activities, even if public transportation is available. In a two-parent family, each parent may be eligible to receive up to \$900 toward the repair of the automobiles.

To prevent a misappropriation of funds, the automobile must be registered and insured in the name of a member of the eligible family. For purposes of this policy, a member of the eligible family is defined as any adult who is receiving assistance and included in the FIP grant. Payment may be authorized for a licensed mechanic's repair estimate in addition to the \$900 automobile repair authorization.

1. Participants must be in allowable activity on the One-Stop MIS. Actual hours must be documented and entered in the appropriate fields on MIS.
2. Authorization for repair must be made prior to the repairs being completed. The service providers may however, retroactively authorize payment for emergency repairs that occur outside of normal business days and hours.
3. Service providers must verify and document the vehicle to be repaired is correctly titled and registered, has appropriate and adequate insurance, and that the driver has a "clear" Michigan driver's license. Repairs may not be approved in absence of any of the prior items.
4. Participants must obtain a minimum of two (2) written estimates, (from different vendors), for repairs and the service provider will review estimates in authorizing the repairs and associated payment to the lowest bidder. One estimate is sufficient in cases where the vehicle needs to be towed for service.
5. Checks will be issued in the names of the vendor and participant.

CLOTHING

Clothing as required for participants assigned to work projects and as needed for employment may be provided. Allowable items include clothing for interviews, work gloves, work boots, work shoes, hard hats, personal safety items, protective/special clothing, uniforms, and other clothing as needed to participate in training and/or clothing that is considered to be "job appropriate." There is a \$500 limit per participant in a 12-month period. Both parents in a two-parent family are eligible if they both have a need. The MWA may also determine the need for the replacement of previously authorized clothing.

Clothing may be authorized up to \$200 per request. Note, both parents in a two-parent family are eligible for the clothing provision if they both have a need in order to actively participate in the welfare reform program.

Participants must be in allowable activity on the One-Stop MIS. Actual hours must be documented and entered in the appropriate fields on MIS.

Checks will be issued in the names of the clothing vendor and the participant.

Non-DHS Employment Related Medical Expenses

Certain services, which are not defined as medical services by the DHS, may be needed to overcome barriers to employment or training, and are allowable supportive service expenses. These services may include:

1. Employment-related photocopies,
2. The completion of an DHS Medical Needs Form by a Medical Doctor (MD) or Doctor of Osteopathic Medicine (DO) certifying that, based on previous medical records or a recent medical examination, the client is able (or unable) to participate in employment-related activities; and/or whether or not there are restrictions or limitations on the types of activities in which the participant may be engaged.
3. An employment or training-related general medical or physical examination by an MD or DO (including the completion of a DHS Medical Needs Form).
4. Employment-related immunizations and tests required as an employment or training condition (i.e., drug testing or vaccinations).

Work First supportive services may be used for dental services that are not covered under Medicaid, another health insurance plan, or by a community public health agency that normally covers medical and/or dental services for the diagnosis, prevention, and treatment of physical or mental diseases.

To access information about the types of dental services that are covered under Medicaid, the MWAs may either contact a local Medicaid provider or email Ms. Chris Farrell, the Medicaid Dental Policy Specialist at the Michigan Department of Community Health, at farrellc@michigan.gov.

Note that payment may not be made for missed appointments. Participants should be advised to contact their physicians in advance to reschedule appointments as necessary.

Participants must be in allowable work activity on the One-Stop MIS, and actual hours must be documented and entered.

ADDITIONAL ONE TIME, WORK RELATED EXPENSES

Participants may be provided other one-time, non-continuing work-related expenses to enable individuals to participate in activities to seek, obtain, and retain employment. Examples of one time, work-related expenses include payments for professional license fees (auto trade certification, etc.); the purchase of professional tools; business start-up expenses; etc. Pre-approval by the MWA of amounts exceeding \$200 is required.

Participants must be in allowable work activity on the One-Stop MIS, and actual hours must be documented and entered.

TRANSITIONAL SUPPORTIVE SERVICES FOR JET PARTICIPANTS

Transitional supportive services are cash payments intended to be used by the participant to cover miscellaneous employment-related expenses not normally covered by regular supportive services. Individual MWAs desiring to provide transitional support services are required to submit a written request for a policy waiver. This written request must include the amount and frequency of the proposed transitional support payments, as well as the MWA's rationale for providing the proposed payments. Transitional support payments may not exceed \$200 in total per participant during a 12-month period.

DWDD provides transitional supportive services to JET participants who have become employed after the initial intake process (orientation). Participants are eligible for \$100 upon documented verification of employment (Employment Verification Form). Individuals are eligible for an additional \$100 after 90 days of employment, with two consecutive pay stubs as verification.

AUTOMOBILE INSURANCE FOR JET PARTICIPANTS

DWDD provides help with the initial payment, not to exceed \$300, of automobile insurance for participants that are enrolled in the JET program. Participants must provide 2 estimates, along with a valid driver's license, and automobile registration.

To prevent a misappropriation of funds, the automobile must be registered and insured in the name of a member of the eligible family. For purposes of this policy, a member of the eligible family is defined as any adult who is receiving assistance and included in the FIP grant.

SPECIAL NOTE:

To be eligible for the provision of any support service mentioned in this policy, each participant must be involved in allowable work activity as defined in DLEG Policy Issuance 06-11 (and changes). The activity and actual hours (as appropriate) must be entered into the One-Stop MIS.

Individuals must be actively involved in approved work-related activities when checks are received by the service provider and disbursed to the participant.

All checks are two party checks issued in the names of the vendor/seller and the participant.