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I. APPLICABILITY/SCOPE

This policy applies to all U.S. Department of Labor Strengthening Working Families Initiative (SWFI) grant staff and program partners who are part of service delivery model.

II. PURPOSE

This policy is to establish criteria and documentation to be used to determine program eligibility and priority of services for individuals seeking service under the U.S. Department of Labor Strengthening Working Families Initiative (SWFI) Grant.

III. BACKGROUND


The U.S. Department of Labor SWFI grant FOA-ETA-16-05 (FOA) authorizes the use of grant fund to provide supportive services to eligible grant participants. Supportive Services are provided on a needs-basis as determined by SWFI staff and are intended to enable an individual to participate in SWFI related career training, education services or other related programs and activities. Supportive services include services such as childcare, transportation, and needs-related payments that are necessary to enable an individual to participate in SWFI. SWFI support services are available on a limited basis through the follow-up and retention period. Supportive services are based on financial need and not an entitlement

IV. POLICY

A. Eligibility Requirements:

SWFI grant supportive services are available to SWFI participants who are enrolled in training or job search activities and when the services are necessary for participation in other SWFI related activities. Individuals must be an active participant in the SWFI program.

1. Participant cannot afford to pay for the supportive services and is unable to obtain the required services through other programs providing such services; or
Participant has the required service through another program but is unable to utilize the service for participation in education/training activities; or
Participant was approved for the service but a gap exists in accessing the service.
2. Participant is in compliance with all program requirements, regulations and policies during SWFI enrollment or program participation.
3. The initial assessment and Individual Employment Plan (IEP) or on-going case management clearly identifies and documents the need for the services including how the existence of the need was determined. In the case of a need that is identified during on-going case management, the need and determination must be clearly identified in the case notes.
4. Supportive services may be provided, on a very limited basis, prior to training start when:
 - a. The service is needed to determine program eligibility such as in the healthcare training programs.
 - b. Participant has been approved for program enrollment but require services to attend SWFI related pre-training activities such as SOAR with SWFI.

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5. Supportive services may be provided as part of follow-up/retention services for exited participants for up to three months following the date of employment if the participant is employed in the first quarter following the exit quarter. The supportive services must be necessary to maintain employment, to obtain a wage increase or for advancement.

B. Restrictions:

Provision and approval of services are subject to the requirements listed in this policy, FOA-ETA-16-05 and any other applicable regulation:

1. All supportive services must be approved prior to the participant receiving the services. Supportive services may not be provided in advance of program enrollment or training start except background checks which are used to determine program eligibility.
2. Supportive services cannot be the first service provided with the exception of the healthcare programs where background checks are required to determine eligibility.
3. Backdated requests for services are not allowable.
4. Participants who are not employed on the date of exit, from the SWFI program, are not eligible to receive supportive services after exit. However, if the participant decides to re-engage with SWFI before the program exit period has reached 90 days, an exception can be made.

C. Documentation Required for Request:


There are two types of documentation required for supportive services; source documentation directly related to the supportive service and documentation that supports the justification for the request or continuance of supportive service provision.

1. Source documentation includes, but is not limited to, a proposal/estimate from the provider of costs, a provider fee schedule or a bill. A participant statement regarding the impact of not having the service. A participant's self-disclosure or declaration of expenses as documentation is not allowable.
2. The source documentation also includes the actual Service Voucher (once approved), a copy of the Service Voucher is maintained in the hard copy file with the other source documentation.
3. For each supportive service provided, there must be documentation of the need and, once approved, documentation that the service has been received.


D. Available Support Services:

Supportive services will be provided to program participants who are participating in SWFI or program partner funded training, SWFI sector related education/vocational training, or individualized career services including job search activities. All SWFI supportive services must be obtained through SWFI authorized providers. SWFI will provide the following supportive services to program enrolled participants subject to the listed duration, exceptions and/or monetary limitations:

1. *Childcare Services:* See the Childcare policy (.402) for more detailed requirements
2. *Transportation Services:* Transportation services covered under this policy include:
 - a. Public transportation passes for:


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- i. The full length or term of participant training or
 - ii. The full term in which the individual is actively participating in job search activities.
- b. Fuel gift card(s) not to exceed \$150 per month for the full length of the training or the participant's active engagement in job search activities.
- c. Car repairs: Assistance with car repair is available when public transportation is not available or when use of public transportation would pose an undue burden. Repairs costs may not exceed \$1,000 or the value of the car, whichever is lower. For car repair to be approved:
 - i. The vehicle is needed to participate in program or
 - ii. The vehicle is necessary for the pickup/drop-off of children/dependents to childcare
 - iii. The SWFI participant is the owner, co-owner or spouse of the owner of the vehicle and ownership is documented via vehicle registration and annotated in the case notes. Ownership must be titled to participant's residence. An exception can be made if the vehicle belongs to another family member and it is the only means of transportation available to the participant. This must be documented with a copy of the vehicle registration and written documentation from the owner that they are allowing the participant use of the vehicle.
 - iv. The participant must provide three quotes detailing the repairs needed and the costs.
 - v. All documentation must be added to the participant's file.
- d. Car insurance: Assistance with car insurance is allowed for up to one quarter with proper documentation of need and costs. Vehicle registration showing participant's ownership along with proof of required insurance must be provided and maintained in the file. Maximum allowed amount of \$350.00.
- 3. *Employment Related Clearances:* Background checks and clearance cards are covered under this policy when they are necessary for admission to training programs, employment or licensing. Limit allowed for services is \$200.
- 4. *Professional Certifications/Exams and Government Licenses:* The maximum allowed under this policy is \$1,000. Fees associated with the costs of taking an exam in order to earn a license or certification needed for a specific occupation are covered under this policy.
 - a. The certification or license must be industry recognized and earned through a government entity, professional association, college, university or private vendor.
 - b. Costs for the exam, certification or license will not be approved if the costs are already included in the tuition.
 - c. SWFI will cover the costs of any single exam, license or certification twice per participant. A one-time waiver can be granted in the case of multi-parts exam where the participant failed by a narrow margin or when retesting is recommended.
- 5. *Tools/Uniforms/Specialty Shoes:* Is specifically limited to those items which are required for participation in training and/or career services. This includes, but is not limited to, uniforms, footwear, scrub watches, protective gear or tools. The maximum allowed is \$300. Need for the services must be documented in the participant case notes and cannot be obtained via any other sources. Services must be obtained from the SWFI authorized vendor and itemized

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receipts must be provided to show actual expense. Upon satisfactory completion of the training program, the tools will become the property of the participant. If the participant fails to complete the training program, the tools must be returned to SWFI and an inventory will be conducted. Whenever tools are requested, the participant must sign an agreement agreeing to these conditions. The agreement must be maintained in the file.

6. **Clothing:** Clothing excludes items designated as uniforms such as scrubs. Work related/appropriate clothing can be approved when they are necessary for job search/interview, employment or training. And when not available through other program or services. The maximum allowed per participant is \$250.
7. **Health Related Services:** Are services of a one-time occurrence such as health assessments, physical examination, immunizations, prescription drugs, prescription eyeglasses, dental care, preventive and medical treatment, and mental health care which are necessary to enable an individual to participate in any SWFI training or employment activity. Health related services can only be approved when services are not available or covered through other sources such as private insurance.
8. **Utilities/Rent:** Participants needing utility services should be referred to a City of Phoenix Family Services Center for assistance.
9. **Other Services:** The following list of supportive services, while not commonly used, is allowable:
 - a. Vehicle registration and licensing (requires detailed justification that the vehicle is the only means of transportation available and that public transportation cannot meet the participant's needs)
 - b. Haircuts, personal grooming and hygiene needs
 - c. Bonding and liability insurance for employment
 - d. Financial counseling assistance
 - e. Auxiliary aides and services for participants with disabilities
11. **Non-covered Items:**
 - a. Payments are not allowed for titled or deeded items or when recovery of the expense is anticipated. Such items include:
 - i. Mortgage payments
 - ii. Car payments
 - iii. Purchase of vehicles
 - iv. Fines
 - v. Housing payments
 - b. Reimbursement of participant paid costs - are not allowed even in cases where the service is allowed.
 - c. Needs-related payments such as stipends or direct payments of cash to program participants
 - d. Union dues/Initiation fees

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E. SUPPORTIVE SERVICES LIMITS:

The service limits listed below are per participant. Any request for exceptions to the policy limits so that services that exceed these guidelines must be made in writing via a waiver request. The waiver request and participant statement must be maintained in the file and case noted.

Supportive Service	Cost Limits
Childcare	Not to exceed \$2,600 per child for the program participation duration.
Transportation	
Local 31 Day Bus passes	Not to exceed 13 passes or a cumulative value of \$832
Fuel gift cards	Not to exceed \$150 per month or a cumulative value of \$2,000
Car repairs	Not to exceed limit of \$1,000 or the value of the car whichever is lower.
Car insurance	Quarter of coverage not to exceed \$350
Employment Related Clearance	Not to exceed maximum limit of \$200
Certification/Licensing/Testing	Not to exceed maximum limit of \$1,000
Tools/Uniforms	
Tools	\$100 maximum
Uniforms	\$100 maximum
Specialty Shoes	\$100 maximum
Clothing – other work-related or job search appropriate clothing, including shoes	\$250 maximum
Health Related Services	
Medical Care	Based upon need – not to exceed \$500
Eye Glasses/Examinations	\$55 per exam - \$200 maximum
Dental (Cosmetic) Services	Based upon need – not to exceed \$600
Dental (Health Related) Services	Based upon need – not to exceed \$600
Utilities/Rent	Refer to Community Services
Haircuts, personal grooming and hygiene needs	Based upon need – not to exceed \$100
Bonding and liability insurance for employment	Based upon need – not to exceed \$400
Financial counseling assistance*	Based upon need – not to exceed \$100
Application fees	Based upon need – not to exceed \$300
Reasonable accommodations for participants with disabilities**	Based upon need – not to exceed \$1,000

*This service will be leveraged with ARIZONA@WORK Maricopa County partner resources where available, at no cost.

**This service will be leveraged with ARIZONA@WORK City of Phoenix partner resources through Vocational Rehabilitation eligibility.

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V. POLICY MANAGEMENT REQUIREMENTS

Administrative revisions to all policies, other than Youth policies, shall be proposed by the PBWD Board’s Executive Director (Executive Director). The Executive Director shall provide notice to the PBWD Board’s Executive Leadership Committee prior to consideration by the PBWB Board. All other Substantive revisions will be proposed by the Executive Director and then will go to the PBWD Board’s Executive Leadership Committee for review and recommendation prior to the PBWD Board for approval.