

CareerSource North Central Florida

CareerSource North Central Florida
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PURPOSE

To document CareerSource North Central Florida's (CSNCFL) policy of providing support services to individuals who are eligible for and actively participating in formula and grant funded programs administered by CSNCFL or its contracted service providers.

POLICY

Support services are defined as those services provided either directly to, or on behalf of, job seekers that are necessary to reduce or eradicate barriers to obtaining or retaining employment. Each of the primary funding sources administered by CSNCFL has its own definitions and parameters associated with the provision of support services. It is the intent of CSNCFL to interpret the diversity of each program broadly in an effort to ensure needed services are available to customers to reduce barriers to program participation and employment. All laws, regulations and formally issued written policies associated with specific funding sources are to be followed should conflict arise with this policy. Further, nothing in this policy should be interpreted to affect the assignment of costs to appropriate cost categories regardless of the inclusion or non-inclusion of a service or activity as a supportive service in this policy.

Support services should be viewed individually and creatively to enable customers to participate in education and training activities identified in his/her employment plan. The rationale for providing support services should be well documented in the customer's career plan.

Support services expenditures should be based on careful consideration of the workforce region's funding limitations and the availability of other community resources, to leverage limited program resources to the greatest extent possible.

Eligibility:

Eligibility for support services will be established based on assessed needs as identified in the individual's career plan.

To qualify for receipt of support services a customer must:

- Demonstrate a need that will prevent him/her from successfully accessing One Stop services or accepting or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Be unable to secure the needed service elsewhere; and
- Be determined eligible for one or more of the programs operated by CSNCFL.

Support services are not an entitlement. They do not obligate or commit CSNCFL to approve or provide services of any type. The service provider authorizing the support services is expected to explore viable alternatives available to the participant before providing these services.

Program Eligibility Requirements:

- **Universal Customer**

Support services shall not be provided to individuals who have not been determined eligible for a program operated by CSNCFL or its contracted service providers with the exception of Welfare Transition Program (WTP) applicants who are participating in applicant job search activities.

- **Welfare Transition (WTP) Upfront Diversion Recipients**

Up-Front Diversion recipients are limited to either a one-time diversion payment of up to \$1,000.00 per family or support services. Documentation of the process is included in the [Upfront Diversion policy](#) located on the CSNCFL website.

Upfront Diversion recipients are also eligible for transitional support services.

- **Workforce Investment Act (WIA) or Welfare Transition (WTP) Program Participants**

A full array of support services such as transportation and child care are available to customers who are eligible and enrolled in the WIA Adult, Dislocated Worker, and Youth Programs; or are participants in the Welfare Transition Program. Receipt of support services are contingent on identified and documented need (through the customer's career plan) and through active participation in assigned program activities.

WTP applicants may be provided with gas cards or bus cards and may be referred to the Early Learning Coalition for child-care assistance to assist in job search for a maximum of 30 days from the date of program orientation as documented in the One-Stop System Tracking (OSST) database.

Welfare Transition customers may receive transitional services for up to two years following program exit as authorized by law and as documented in the [Transitional Support Services](#) policy.

Assistance Available:

Support services include, but are not limited to:

- Transportation including mileage reimbursement, gas cards or vouchers, taxi fare, and bus passes.
- Clothing, footwear, and personal appearance/hygiene products for adequate presentation at job interviews or work.
- Housing assistance to stabilize the household including security deposits, rent, mortgage payments, and utilities.
- Vehicle repair, replacement and acquisition (see “Vehicle Repair, Replacement and Acquisition Limitations” below).
- Driver and vehicle licensing and personal liability insurance.
- Specialized assistance not otherwise specifically listed herein required to participate in program services or to accept or retain employment.

Cost Limitations:

Support services are limited to \$1,500 annually per customer. Annual expenditures in excess of this limit require the prior approval of the CSNCFL Administrative Entity who may elect to increase the ceiling for individual customers in the event of extraordinary circumstances. Service providers will track and report the cost of support services in the CSNCFL Voucher System. To leverage available program funding, One-Stop operators and service providers are encouraged to rely on the most cost effective means of meeting customers’ support service needs.

One-time support service expenditures in excess of \$500 require the documented pre-approval of the CSNCFL’ Administrative Entity. Service providers requesting a single support service expenditure of more than \$500 must secure written approval from the Administrative Entity prior to obligating payments in the CSNCFL Voucher System.

Supportive Services Documentation:

Provision of support services to eligible participants is to be fully documented to ensure they are appropriate, cost effective and to ensure eligibility for the service. All support services will

be entered into the CSNCFL' Voucher System at the time of obligation and receipt by the participant. Documentation of the need, cost and provision of support services will be included in the individual's program file to support the expenditure.

Special Considerations:

Although support services encompass a broad array of services and activities, some limitations apply:

- Medical services, devices or prescriptions otherwise payable under federal, state or personal insurance programs are specifically prohibited. Prior approval from CSNCFL Administrative Entity or designee is required before medical services can be provided under other support services and activities. Medical and dental services, mental health services, substance abuse services and domestic abuse services are available through alternative community resources and participants in need should be referred to appropriate community providers.
- Medical or therapeutic exams or second opinions required to determine psychological, emotional or physical limitations related to program participation or employment, and follow up consultations required to develop plans to accommodate such limitations, are not considered medical services for the purpose of this policy and are not included in the annual supportive services annual funding limit.
- Tuition, books and fees for approved training are not included as supportive services. These costs are covered under the individual's Training Account Voucher. Other training supplies including tools, uniforms, clothing, footwear, and protective eyewear required to participate in a training program or accept employment are considered support services and are included in the annual funding limitation for each individual.
- Childcare required for the participant to fully participate in training programs or accept employment is provided through partner referrals.
- Customers enrolled or accepted in a program of study or training that is eligible for Federal or State financial aid must apply for a Federal Pell grant. No support services will be provided until this action is completed and documented in the individual's case file. Support services may be provided while the Pell Grant application is pending.

Vehicle Repair, Replacement and Purchase Limitations:

The geographic reality of Alachua and Bradford Counties necessitate creative strategies, options and cost considerations regarding transportation and related services. This includes repairs to a customer's personal vehicle.

Repairs shall only be made on a vehicle owned by the customer except in rare instances where the customer has unrestricted written access to a vehicle owned by another member

of the immediate household. Vehicle repair costs are excluded from the support services limitation of \$1500 per program year per customer.

All vehicle repairs require a written estimate from an ASE or similarly certified technician employed by a repair facility registered under F.S. 559.904. Vehicle repairs are restricted to those affecting the safe functioning of the vehicle. Routine maintenance (oil changes and wiper blades) or non-essential components such as audio, climate control (unless accompanied by a doctor's statement documenting health circumstances) and auto body repairs are prohibited.

Estimates in excess of \$500 (or less if the value of the vehicle is questionable) require a diagnosis by an independent specialist approved by the CSNCFL One-Stop Operator to determine the cost/benefit of projected repairs against the value of the vehicle. Projected repair costs are defined as the cost of the required repairs plus an estimate of costs associated with likely imminent repairs. Projected repair costs in excess of \$500 require the prior approval of the CSNCFL One-Stop Operator.

Customers also may be eligible for transportation assistance (funding permitting) through any pre-approved vendor, and vehicle repair/donation programs. Such assistance may come in the form of preventative maintenance/repairs offered at significantly reduced cost or as an outright award of a pre-owned vehicle which has been made roadworthy.

Vendor Eligibility:

To the extent possible, CSNCFL will attempt to obtain support services through a competitive procurement process to streamline the authorization process. Where pre-identified vendors are not available, a cost and service availability comparison is required and must be documented.

Cancellation of Support Services:

This statement of policy and some or all categories of support services under it may be cancelled or changed, in whole or in part, by CSNCFL at any time and without notice, effective immediately or at such time as CSNCFL may determine. Exceptions may be made to this policy by CSNCFL when doing so is in the best interest of CSNCFL or its customers. No contractor or service provider of CSNCFL is authorized to offer assistance different from or in addition to the assistance described in this statement of policy, except as such authority may be expressly granted in this statement of policy.

REVISION HISTORY

Date	Reason for Changes	Version
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9/18/2000	Initial Draft	1.0
11/20/2000	Modifications to policy	2.0
2/19/2001	Modifications to policy	3.0
3/2007	Modifications to policy	4.0
04/01/2014	Modifications to support service limit without authorization, reformatting	5.0