



## LARIMER COUNTY WORKS POLICY

<b>Title:</b>	Other Assistance - IRC Supportive Services		
<b>Effective Date:</b>	01/01/04	<b>Page: 1 of</b>	4
<b>Desk:</b>	EC and FAP	<b>Revision:</b>	2
<b>Reference:</b>	LCWC P&P 02-103	<b>Approval on:</b>	01/20/04
<b>Agency Letters:</b>			
<b>Regulations:</b>	3.617		

### BACKGROUND:

Supportive services may be provided to participants in order to assist them in successfully completing the activities on their Individual Responsibility Contract (IRC), to maintain progress when unexpected barriers arise, to facilitate successful transition to work, and to provide support for the retention of employment. **Supportive services are not offered as an entitlement to participants, and are provided based on economic need, availability of funds, the participant's compliance with the employment plan activities as outlined on the IRC, and other related factors.**

### POLICY:

**Supportive services may be provided so long as they are needed for the participant to engage in an activity that is part of the current IRC and is consistent with the approved employment goal.** Participants who receive supportive services shall have a documented and assessed need for assistance and must not have reasonable alternatives to receive these services through other sources. The determination of need for supportive services must be made by evaluating the needs and circumstances of the participant as part of the development of the IRC. Participants who fail to submit Monthly Contact Sheets (MCS), grades, transcripts, employment information, and/or other required items will not receive supportive services.

When a participant requests supportive services, the employment coach and the participant must complete a current budget (within three (3) months or more recent if there has been a significant change in income and/or expenses). A supportive service may be granted if it is demonstrated that there is an assessed need for the particular supportive service in relation to achieving established goals on the IRC and if the Works policy and program budget allows.

It will be a best practice to list supportive services on the IRC under "agency services." Participants are required to provide verification that any supportive service funds (excluding gas money) provided directly to them was used as

outlined in the IRC. The WFC manager may waive the requirement of verification on a case-by-case basis. When possible, it will be a best practice to add emergency supportive services to the current IRC, as outlined above, before the employment coach authorizes services and payment.

For most supportive services, a Contractual Agreement for Supportive Services is required. The Contractual Agreement for Supportive Services must identify the items or services purchased. This policy applies to TANF-funded supportive services; child care assistance (as a supportive service) is not addressed in this policy.

### **Recoveries:**

A recovery will be established under the following circumstances:

- 1) for the full amount of any misspent funds provided through the EBT system,
- 2) for the full amount of any unverified usage provided through the EBT system,
  - a) The manger of the employment coach will approve any waiver of verification.
  - b) Funds provided for gas will not require verification.
- 3) for the amount of any funds used for an activity that the participant failed to meet the agreed upon hours, without good cause (the recovery amount will be prorated and based only on the missed hours); a recovery will not be issued for any amount less than \$125.00\*
- 4) for the full amount in any month the participant did not meet the Colorado Works basic eligibility criteria; and
- 5) for the full amount of any fraudulently obtained funds.

\* All recoveries for partial participation will be reviewed by the LCWC Works Manager prior to referral to the Investigations Unit at the Larimer County Department of Human Services

### **Sanctioned Households:**

Households serving a first or second level sanction who are fully complying with the terms and conditions of the IRC may receive supportive services according to the same policy regarding a documented, assessed need. However, the participant must be able to demonstrate the ability to pay the required difference in cost once the imposed sanction amount is subtracted from the total cost of the supportive service and provide proof that this cost was actually paid.

The LCWC Works Manager must approve all supportive services for all households serving a first or second level sanction. If approved, supportive services shall be paid through the EBT card system.

Households serving a third level sanction cannot, under any circumstances, receive supportive services or any other TANF funded cash assistance.

**Participants Exempted from Work Activities:**

Generally, supportive services are not provided to participants who are exempted from program participation under the County Defined Allowable Work Activities policy component with the exception of gas reimbursement assistance. The employment coach may approve gas reimbursement assistance, when needed, to travel to and from doctor appointments, counselor appointments, etc. For those participants who do have additional assessed need related to their progress toward resolving the issues that deemed the exemption necessary, the employment coach may request a waiver from the Larimer County Works Program Manager to provide additional supportive services.

**Participants in Welfare-to-Work:**

Because TANF funds are limited, supportive service needs for Welfare-to-Work (WtW) participants co-enrolled in the Works program will be met through WtW funds whenever possible.

**SCOPE:**

Supportive services covered under this policy may be offered in the form of cash or services and are limited to a total combined value of \$600 per participant per program year. Car repairs are capped at \$500 per participant household per program year and are not included in the \$600 cap. During a first or second level sanction month, the entire amount approved for the supportive service, not the amount received after the sanction amount is withheld, will count toward the annual cap. Supportive services for AdvanceWorks participants are not included in the \$600 cap. Supportive service assistance shall not exceed the established limits unless prior approval is received by the Larimer County Works Center Manager.

Please note that the established cap amounts are not an entitlement. The intent is to access supportive service funds as a supplemental, temporary source when the participant's budget and other community resources are not available to address the assessed need. **Employment coaches will authorize payments unless otherwise noted in this policy.**

**DEFINITIONS:**

**Supportive Services:**

Supportive services shall be defined as services which are necessary for a participant to participate in employment and/or an employment-related

activity, or to successfully complete an activity on the IRC, which could not be completed without the supportive service assistance. Supportive services may be utilized to address family needs that have been assessed as necessary in order for the participant to resolve issues that would impact the participant's ability to actively participate.

Supportive Services include, but are not limited to:

1. Transportation (includes gas, bus passes and car repairs);
2. Clothing/uniforms directly related to employment;
3. Personal appearance improvement;
4. Licenses, certifications and testing fees;
5. Tools, equipment and accessories;
6. Eye exams and prescription eyewear directly related to obtaining or retaining employment;
7. Dental and medical care directly related to obtaining or retaining employment (must be approved by the employment coach's manager);
8. Workshops, seminars and self-improvement courses;
9. Living expenses: Larimer County shall not assist participants with 100% of their rent, utility expenses, and/or living expenses. The participant shall contribute a minimum of \$10.00 toward these expenses, based on their budget;
10. Support for child needs (must be approved by the employment coach's manager); and
11. Other reasonable expenses (must be approved by the employment coach's manager).

### **Program Year:**

The program year for tracking the expenditures of supportive services per participant household, is the twelve-month period from July 1<sup>st</sup> through June 30<sup>th</sup>.

### **REFERENCES:**

- Colorado Works Volume III, 3.617 Other Assistance for Participants in Addition to the Basic Cash Assistance Grant.
- Colorado Works Program, Colorado Automated Client Tracking Information System (CACTIS), User's Reference Manual, CA10 (Participant Expenses) and CA11 (Participant Expense History), and CA13 and PF2 COIN Financial History Screens.
- Federal Register, 28 CFR Part 25, Part IV, Dept of Justice, Nondiscrimination on the Basis of Disability in State and Local Government Services; Final Rule.
- Americans with Disabilities Act, Public Law 101-336.
- Larimer County Workforce Center, Policies and Procedures Document No. 01-101, Subject: Purchasing Policy.