

WASHINGTON COUNTY CAREERFORCE
SUPPORT SERVICES POLICY – Young Adult Services

Provision of support services is subject to the following conditions:

- Support services are not an entitlement, and may be offered at the discretion of the employment counselor.
- An employment plan/individual service strategy must be developed before support services can be approved, and the need for support services must be documented either in the individual service strategy or case notes.
- Support services for youth may be provided after program exit and during the 12 months of follow up. If support services funds are used, prior use of support services funds during participant's most recent enrollment period must be taken into account and the limit per person per enrollment still applies.
- Support services are granted based on program budget availability, and may be adjusted down when program funds dictate. Total expenditures per participant may not exceed \$500.00 for the duration of program enrollment (and including during 12 months of follow up).
- Any requests for expenditures exceeding \$500.00 per participant must be reviewed by the team of employment counselors and supervisor, and be justified by extraordinary circumstances.
- Program resources may not be used if other funding is available to pay for costs.
- A participant cannot be reimbursed for an expense that occurred more than 30 days in the past, nor prior to enrollment date.

Support service needs are documented in the participant's individual service strategy/employment plan and/or case notes. The ISS and case notes are updated as needs for additional support services arise. Decisions about providing support services will be made in accordance with applicable federal, state and local policy and program budget limitations.

Approved support services available to young adult program participants may include the following:

- **Transportation** –Reimbursement for mileage, gas card, mass transit/bus card, car repairs, auto insurance
- **School-related costs** – application fees, books, school supplies, fees, GED or other test fees
- **Family Care** – Childcare reimbursement for job search activities and/or training
- **Health Care** – Includes, but not limited to, preventive and clinical medical treatment, dental, appropriate psychiatric, psychological and prosthetic services; eye exams, corrective eyewear; emergency COBRA or other health insurance payment or co-pays
- **Housing /Rental Assistance** – Assists participants in maintaining or obtaining adequate shelter for themselves and their families. Emergency payment only, no continuous assistance.
- **Counseling** – Personal, financial, legal counseling services

- **Emergency Financial Assistance** – Cash outlay to client or vendor to provide for a variety of needs of participants including but not limited to: meals/food (subsistence), licenses, initiation fees, physicals, etc. required for job search and job start.
- **Tools and Clothing** – Tools required by employer; clothing needed for job interviews or employment
- **Drug and Alcohol Counseling** – Referral and counseling services to address drug and alcohol use issues

Because of limited available funds, ***needs-related payments are neither allowed nor approved.***

Guidelines for support services:

Transportation

Mileage Reimbursement/Subsidy

- The maximum mileage reimbursement rate may be determined by current County policy for mileage reimbursement. Participants must submit mileage forms to be reimbursed.
- Monthly mileage subsidy will be available for participants enrolled in long-term training (attendance at school will be verified before payment of the subsidy). Participant must submit mileage forms to collect the subsidy.

Car Repairs

- Use of the car is necessary to progress toward employment and training goals
- The participant must obtain 2 estimates for car repairs; the lowest estimate will be paid or reimbursed

Family Care

Limited childcare funding is available to participant for school attendance and job search activities. Where program resources are used to fund childcare, the payment is generally made directly to the childcare provider. County childcare guidelines and policy will be followed in these cases. Reimbursement to participant for documented childcare payment may also be made at the discretion of the employment counselor.

Health Care

Referrals by employment counselors to the existing service system will be made to meet health care needs. Participants may qualify for state or federal insurance programs. Where no other resources are available, or for necessary co-pays, limited funding is available.

Housing or Rental Assistance

The employment counselor may make an emergency housing or rental payment in cases of extreme but clearly temporary need. Such payments will typically be for only one month.

Personal/Financial/Legal Counseling

Employment counselors may make referrals for personal/financial/legal counseling with local providers/agencies providing services on a sliding fee basis or accepting insurance payments, if

the participant has insurance coverage. Limited funding is available for counseling and counseling must be for issues related to employment.

Emergency Health (COBRA, Short-Term Insurance)

Employment counselors may consider an emergency payment of all or part of a premium if the participant can maintain coverage after that time. Such payments will typically be for only 1-3 months.

Emergency Financial assistance

Assistance with other emergency needs will be determined on an individual basis and documentation provided that no other financial resources are available to the participant. The employment counselor will base assistance on the severity of need, ability to pay, and relevance to employment and training goals. These payments would be made directly to the provider of service, or by reimbursement to the participant upon receipt of proper documentation, and subject to prior staff approval.

Tools and Clothing

Other assistance may include the purchase of tools, uniforms/clothing or other equipment needed to accept a documented job offer; and clothing for job interviews. This will occur when the items are required for employment, when the employer will not provide them, when there is a bona fide job offer, and when it has been determined the participant is unable to pay. The preferred payment method is direct payment to the vendor.