

# **Fresno Regional Workforce Development Board**

*A proud member of America's Job Center of California<sup>SM</sup> Network*

2125 Kern Street, Suite 208 • Fresno, California 93721 • 559.490.7100 • Fax 559.490.7199 •  
www.workforce-connection.com

---

*Blake Konczal, Executive Director*

## **OPERATIONAL DIRECTIVE**

**FRWDB OD # 18-18 Revision C**

**Date Released: August 14, 2018**

**To: All Fresno Regional Workforce Development Board Providers of Services**

**From: Blake Konczal, Executive Director**

**Effective Date: August 14, 2018**

**Subject: Supportive Services Process**

**Applicable Program: All**

**Revision History: Initial Release – 6/6/18; Rev B – 7/5/18**

This Revision C updates the guidance related to the Fiscal payment process, eliminates form SUP-004, Supportive Services reimbursement, and replaces App# with State ID# on all forms.

### **Service Code Usage**

Provider staff is required to enter the appropriate supportive service code in CalJOBS. The supportive service code is input when the supportive service is actually paid by the service provider. Childcare, Needs Related Payments and mileage are the only supportive service that is paid by the FRWDB directly to the participant. Each of these require timesheets. The service code is to be opened at the time the voucher is to be processed on CalJOBS and closed when the payment is completed and documented by FRWDB Fiscal in CalJOBS. A case note must be entered to document the provision of the supportive service.

As always, provider of service staff is required to ensure all appropriate supporting documentation is maintained in the participant file.

### **Process Notes/Requirements**

- 1) ERS/ACA must verify if the participant was previously enrolled in WIOA and if so, has the life time cap been exceeded.
- 2) ERS/ACA must verify that the participant is not receiving supportive services from another agency.
- 3) ERS/ACA must verify that the participant is not covered by an employer's benefit plan, either through their own employer or a family member's employer.
- 4) ERS/ACA must verify WIOA Supportive Services funds are available.
- 5) ERS/ACA must verify participant's need is based on household budget.

The following items must be maintained in the participant's casefile:

- 1) Original, signed Supportive Services Self-Certification, Form# SUP-002.
- 2) All supporting documentation and receipts.

### **FISCAL PROCESS**

Once the Supportive Service voucher (from CalJOBS) is signed by Authorized Provider staff, the final signed copy of the approved voucher and all supporting documentation and receipts are to be uploaded into the voucher via the Document Upload function within three (3) working days of the start date.

Providers are required to submit the signed approved CalJOBS Supportive Service Payment via email to [sus-docs@wfc.co](mailto:sus-docs@wfc.co) no later than five (5) working days after the end of the previous month.

The signed copy of the approved payment and all supporting documentation is to be uploaded into the Payment Record via the Document Upload function.

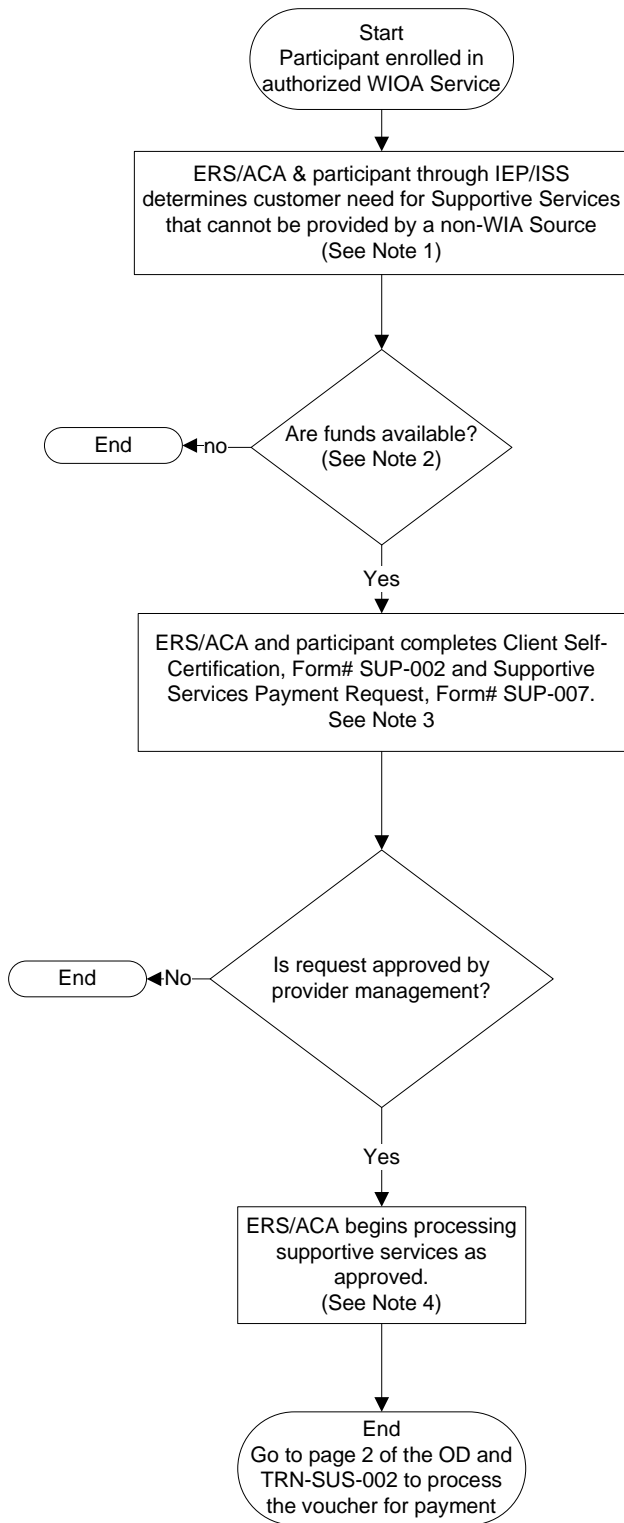
See TRN-SUP-002 for supportive services data entry in CalJOBS.

If there are any questions, contact the FRWDB Program Manager.

Forms:

| <u>Document Number</u>   | <u>Title</u>  |
|--------------------------|---|
| SUP-001                  | Supportive Services Manual                              |
| SUP-002                  | Supportive Services Self-Certification                  |
| SUP-006                  | Needs Related Payment Request                           |
| SUP-007                  | Supportive Services Payment Request                     |
| SUP-008                  | Participant Pre-Employment Interview/Relocation Request |
| SUP-009                  | Pre-Employment/Relocation Expense Report                |
| GEN-001                  | Applicant's Statement                                   |
| GEN-002                  | Bi-weekly Time Sheet                                    |
| <br>                     |   |
| <u>Work Instructions</u> |   |
| TRN-SUP-002              | CalJOBS Reference Guide for Supportive Services         |

**Request and Approval Process Flow:**



**Note 1:**

- a) ERS/ACA must verify if the participant was previously enrolled in WIOA and if so, has the life time cap been exceeded. See Supportive Services Manual for criteria.
- b) ERS/ACA must verify that the participant is not receiving supportive services from another agency.
- c) ERS/ACA must verify that the participant is not covered by an employer's benefit plan, either through their own employer or a family member's employer.
- d) ERS/ACA must verify participant's need is based on household budget (see page 2 of Supportive Services Manual).

**Note 2:** Verify and approve use of funds via internal provider process

**Note 3:** If request is for or includes Needs Related Payment (NRP), Form SUP-006, NRP Request Approval must be completed at this time. If request is for NRP only, then fill out form SUP-006 only.

**Note 4**

- Supportive Services documentation to be uploaded to CalJOBS:
- 1) Original, signed Supportive Services documentation.
  - 2) All supporting documentation and receipts.