

Fresno Regional Workforce Development Board

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Blake Konczal, Executive Director

OPERATIONAL DIRECTIVE

FRWDB OD # 18-18 Revision **D1**

Date Released: May 28, 2019

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: May 28, 2019

Subject: Supportive Services Process

Applicable Program: All

Revision History: Initial Release – 6/6/18; Rev B – 7/5/18; Rev C – 8/14/18; Rev D 5/16/19

This Revision D1 corrects an error in Service Code Usage in the Revision D release. Corrections are in red text and highlighted in yellow.

Service Code Usage

Provider staff is required to enter the appropriate supportive service code in CalJOBS. To ensure the availability of funds, staff is to create the supportive service activity and obligate the funds before actually paying for the supportive services. Childcare, Needs Related Payments and mileage are the only supportive services that are paid by the FRWDB directly to the participant. Each of these requires timesheets. The service code is to be opened when the supportive service documents are approved by Provider management and closed when all payments have been submitted to ~~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 original, signed Supportive Services Self-Certification, Form# SUP-002 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 is to be uploaded into the voucher on CalJOBS 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 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.

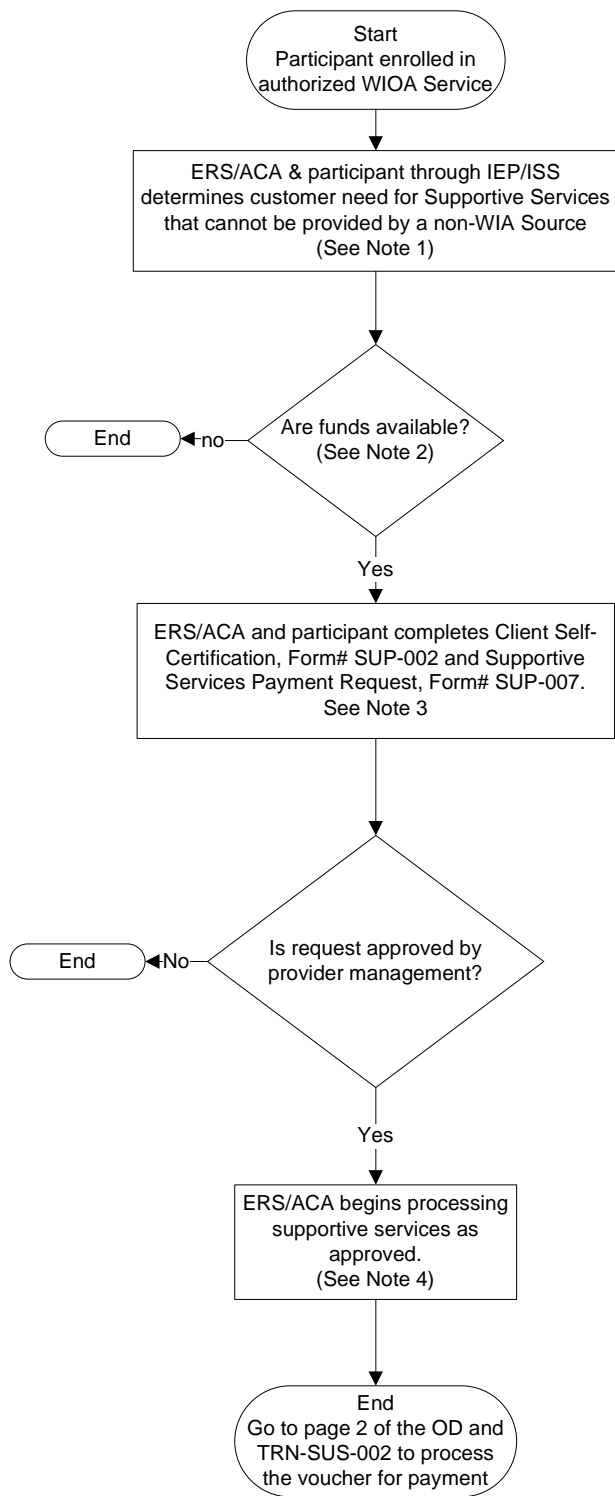
See TRN-SUP-002 for supportive services data entry in CalJOBS.

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
 <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 of 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 to be kept in the participant’s case file:

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

Supportive Services documentation to be uploaded to CalJOBS:

- 1) Final signed copy of the approved voucher uploaded to the Voucher on CalJOBS.