

## 24.14 PAYMENT FOR SUPPORT SERVICES

Payment for support services is authorized to assist clients in securing or maintaining employment, or participating in other activities.

Any payment made must be necessary, i.e. the client is not able to participate in an activity without receiving such payment.

A family is eligible for support services throughout any month for which a monthly WV WORKS payment is made. In addition, some former WV WORKS recipients continue to be eligible for support service payments as long as the conditions in Section 24.16 are met. This Section contains information about support services available to active AG's.

### A. WHO IS ELIGIBLE

Those who meet all of the following criteria are eligible for payment of support services:

- Active WV WORKS recipient for the month for which the support service payment is intended.
- Participating, or preparing to participate, in a work activity listed in Section 24.5.
- Not in a 3<sup>rd</sup> or subsequent sanction for the month for which the support service payment is intended. Those who are in a 1<sup>st</sup> or 2<sup>nd</sup> sanction period are eligible for support services. There is no corresponding reduction in the amount of the support service payment due to either the 1<sup>st</sup> or 2<sup>nd</sup> sanction.

Benefit Issuance screens for Work Programs are used to request (BIRQ), stop payment (BIWS) and to replace (BIPL) support service payments. Inquiry screens related to support service payments are IQWH, IQWD and IQVN.

### B. GENERAL REQUIREMENTS

The following general information applies to all support services payments, whether provided to an active recipient or to a former recipient eligible for continued support services according to Section 24.16.

- The amount of the payment is based on the need, but may not exceed the maximum amounts.

- When the client participates in more than one activity, payment may be made for each activity. However, the total may not exceed the maximum payment for each type of expense.  
  
**EXAMPLE:** Assume the limit is \$300/year. During one 12-month period, a client participates in job search, CWEP and part-time employment. As a job search participant, he receives \$75 for clothing. While a CWEP participant, he receives an additional \$150 for clothing. When he finds employment he is only eligible for an additional \$75 for his special clothing needs, because the maximum payment for clothing has been reached. ( $\$75+\$150+\$75=\$300$ )
- The need for a payment must be verified. See Chapter 4 for verification requirements.
- A recording must be made on RAPIDS screen CMIC for each payment, explaining the need for the payment. The only exception is for recurring transportation costs after the initial payment. The initial recurring transportation cost must be recorded along with the daily rate and the number of days for which payment is made.
- Support service maximum time limits and amount limits are based on each individual recipient, not on each family. Therefore, if 2 parents are participating, each is eligible for a the maximum payment amount in the time-limited period.
- Unless specified below, the same item may only be purchased once in a 12-month period for each individual. The 12-month period begins the month in which the first support payment in that category is issued and ends the last day of the 12<sup>th</sup> month. On the 1<sup>st</sup> day of the following month, the client becomes eligible for a new 12-month period.
- When payments are not made directly to the client, they are made to a vendor of services. A vendor may be a private individual or a licensed business. Each vendor must be assigned a number to allow payment to be made through RAPIDS.

- Direct payments to the client are the preferred method of payment when possible, but payments may be written to the client or to the vendor as appropriate.

**NOTE:** When the Worker has made an agreement or commitment to pay the vendor directly, that commitment must be honored. Once the agreement has been made it is not acceptable to then issue the payment directly to the client with instructions to pay the vendor.

If a RAPIDS client receives the payment directly, the individual's PIN number is the vendor number. Self-employed clients are entered as their own vendors.

In using vendor payments, the Worker must be careful to protect the client's confidentiality. No referral form to a vendor may specify that the client is a recipient or how the goods or services obtained with the vendor payment are used. Agreements with some employers or other activity providers may require that this information be included and the terms of that agreement must be followed. However, it is expected that vendor payments and referrals for goods or services not associated with employers or activity providers will protect the client's confidentiality.

- All payments are requested on RAPIDS screen BIRQ.
- Any payment made to a vendor requires an itemized invoice or written estimate of the charges. The invoice must be on the vendor's invoice form, or on his business letterhead. The invoice is filed in the case record.
- When payment is made to a vendor, the invoice or estimate must not include sales tax. When payment is made to reimburse the client, sales tax is included.
- Support payments are not counted as income in determining eligibility for any OFS program.
- Recoupment of overpayments is made by reducing subsequent support service payments regardless of the category of payment, until the amount of the overpayment has been repaid. The amount

withheld and the reason must be documented in the case record.

- Misdirected, lost or stolen checks are handled according items D,E and F below.
- Multiple payments may be issued for the same category of support services as long as the maximum amount is not exceeded.
- Support service payments cannot be made by direct deposit.
- Support service payments may not be made for ongoing living expenses, such as rent/mortgage and utilities. This includes the cost of installing new utilities, telephone hook-ups and pre-paid phone cards. When they are the client's only source of telephone service. Pre-paid phone cards may be purchased to enable the client to make telephone calls only for activity related calls when the client has no home telephone.

C. ALLOWABLE SUPPORT SERVICE PAYMENTS

**NOTE:** The Worker must determine whether or not a need for support services exists. When a need is identified by the Worker, it is the Worker's responsibility to follow through to ensure that the need is met when possible. Under no circumstances must the client be required to identify the specific support service he needs as a condition of receipt. All actions related to support service payments must be recorded on CMIC.

Additional information about the specific types of support services that are allowed is contained in this item. No other support service payments may be made.

The following chart shows the categories of support service payments available and lists the WV WORKS activities and RAPIDS components for which such payments may be made.

WV WORKS recipients may be participating in more than one activity simultaneously and entered as such in RAPIDS. However, WtW participants may not be shown in WtW and any of the following RAPIDS components at the same time:

- AB
- CO
- HS
- JO
- JR
- LS
- PD
- TB

WtW participants may be entered in WtW and any employment-based RAPIDS component at the same time, including CW, JN and EI, and with VT.

## 1. Collateral Expenses

**NOTE:** Payments for collateral expenses must not be used to pay for medical treatment or items such as eyeglasses, dentures, physical examinations, doctor visits, prescriptions, etc.

**NOTE:** Under no circumstances may a collateral payment be made to assist a client with making a WV WHEELS lease payment.

Collateral payments may be made for items such as grooming expenses, testing fees, gasoline, or other expenses necessary to obtain employment or to participate in a work activity.

However, when a specific support service, such as transportation, CDL, etc., shows that such payment is not allowed for the client's RAPIDS component, collateral funds must not be used to pay the expense. In addition, payment may not be made from collateral expenses to supplement other allowable support services when the client has reached the maximum amount.

**EXAMPLE:** Payment for a CDL is not permitted for those in RAPIDS component JN. Therefore, the CDL a client needs must not be paid for from collateral expenses for the JN participant.

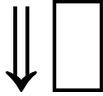
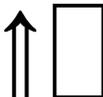
Payment may be made for collateral expenses as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU,FB,FV,PB,PU,PV	
JOIN	JN	
EIP	EI	
Jobs Skills/ Vocational Trng.	VT	
Education (High School, GED, ABE, Literacy, College)	HS,AB,LS,CL	<b>\$300/Year</b>
Community Services	CS, JR	
Job Search	JO	
CWEP	CW	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	

2. Clothing

Clothing may be authorized for a verified offer of employment, or to attend short-term training that is expected to lead directly to employment. This expense includes uniforms or work clothing, including shoes or boots, but may include dress clothing when the client accepts a job that requires it. Payments may be made incrementally, as long as the maximum amount is not exceeded.

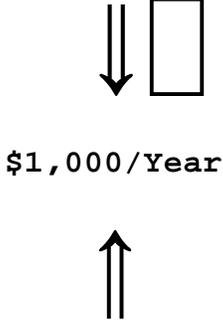
Payment may be made for clothing as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime	FU,FB,FV,PB,PU,PV	 <p><b>\$600/Year</b></p> <p>Payment limited to approved training, when uniforms or special clothing is required.</p> <p>Payment limited to clothing appropriate for a job interview.</p> <p>Payment limited to clothing appropriate for a job interview.</p> 
JOIN	JN	
EIP	EI	
Jobs Skills/Vocational Trng.	VT	
Job Search	JO	
Community Services	CS, JR	
CWEP	CW	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	
Education - College Only	CL	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD/JK	

3. Tools And/Or Equipment

Tools and equipment may be purchased when there is a verified offer of employment, the need for the tools has been verified by the employer and the employer does not furnish them. The purchase of tools may also be authorized for specialized training activities. Verification of the cost must be provided.

Payment may be made as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU, FB, FV, PB, PU, PV	
EIP	EI	
Jobs Skills/ Vocational Trng.	VT	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	
Education - College Only	CL	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	

4. Drivers/Chauffeurs License

Payment may be made for a drivers and/or chauffeurs license as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU,FB,FV,PB,PU,PV	<div style="text-align: center;">   <b>\$120/lifetime</b>                      Payment for WV drivers license and/or chauffeurs license                       Payment must not be made from this category for he test required due to traffic violations or for classes required for DUI convictions.   <div style="text-align: center;">   </div> </div>
JOIN	JN	
EIP	EI	
Jobs Skills/ Vocational Trng.	VT	
Education (High School, GED, ABE, Literacy, College)	HS,AB,LS,CL	
Community Services	CS,JR	
Job Search	JO	
CWEP	CW	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	



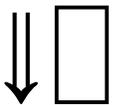


7. Relocation

**NOTE:** Under no circumstances may a relocation payment be made to assist a WV WHEELS client in making a lease buy-out payment.

A client may be relocated to a different area of the State or to a different state when an offer of unsubsidized employment has been verified. Payment may be made for relocation within the same general vicinity when the move reduces the client's usual commuting time from more than one hour to one hour or less in normal traffic. The payment may include such items as a rental vehicle, mileage for a personal vehicle, food and lodging for travel and initial living expenses in the new employment area.

Payment may be made for relocation expenses as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Full- or Parttime only.	FU, PU	 <b>\$1,500/Year</b>
WtW-Competive Grant	CG	Payment may be made for relocation within the same general vicinity when the move reduces the client's usual commuting time in normal traffic from more than one hour to one hour or less in normal traffic.
WtW-Competive Grant	FG	
Education-College	CL, SE	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	

8. Transportation

Payments are made to a client who is beginning to participate in an activity to assure that transportation is not a barrier. A prepayment for travel requires an estimate of the daily mileage for two weeks.

Transportation payments may be authorized only if expenses have been incurred or are reasonably expected to be incurred.

General limitations, in addition to those in item B above, are as follows. Limitations specific to an activity are shown in the chart below.

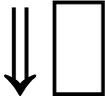
- Clients who must travel one mile or less to their place of employment or other participation site are not eligible for payment. In making this determination, consideration must be given to the distance traveled to deliver children to day care.
- Those who ride school buses or other conveyances without cost are not eligible for transportation payments for the days such conveyances are used.
- Those who use public transportation are reimbursed for the actual cost of the service.
- When clients share private transportation, only the owner of the vehicle is entitled to a payment. However, if the owner of the vehicle charges the other passengers, the passengers may be reimbursed for their charges. Members of the owner's AG may not be reimbursed when traveling in the same vehicle.

**NOTE:** If the owner of the vehicle charges his passengers for transportation, the amount he receives is counted as unearned income to the owner.

- Those who use a private vehicle are reimbursed as follows:

2-40 miles/day	\$10.00/day
41 + miles/day	\$16.00/day

Payment may be made for transportation as follows:

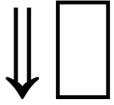
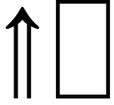
WV WORKS ACTIVITIES	RAPIDS Component	Limitations
N/A	PD	Payment is limited to those who are required to attend testing and/or orientation to an activity.
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU,FB,FV,PB,PU,PV	
JOIN	JN	
EIP	EI	
Jobs Skills/ Vocational Trng.	VT	
Education	AB,LS,HS,CL	
Community Services	CS,JR	
Job Search	JO	
CWEP	CW	
WtW-Competitive	CG	
Grant WtW-Formula Grant	FG	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	

9. Vehicle Repair

NOTE: A client who signs a lease-purchase agreement with a WV WHEELS vendor is not eligible for support service payment of insurance or vehicle repair for the duration of the lease agreement.

Payment can be made for items such as, but not limited to, tires, mufflers or brakes necessary to pass a State inspection. State inspection stickers and license plates may also be purchased.

Payment may be made for vehicle repair as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Parttime.	FU, FB, FV, PB, PU, PV	
JOIN	JN	\$1,500/lifetime
EIP	EI	Funds must not be used to purchase a vehicle.
CWEP	CW	The vehicle to be repaired must be titled or leased in the name of an adult included in the AG.
Jobs Skills/Vocational Trng.	VT	
Job Search	JO	The vehicle may be jointly owned as long as an adult in the AG is one of the joint owners. Vehicles leased through WV WHEELS do not qualify for vehicle repair.
WtW-Competitive Grant	CG	May be used to pay for driver's education for those without a driver's license.
WtW-Formula Grant	FG	
Education - College Only	CL	Any support service payment plus other available resources for repairs must make the vehicle roadworthy
Continued Support Services	PL	
In-Service to WV	IW	If the value of the vehicle is not greater than the cost to make it roadworthy, the client may be referred to WV WHEELS instead of having payment made to repair the vehicle.
Job Development/ Retention	JD, JK	
		Insurance is not paid under this category. 

10. Vehicle Insurance

Payment may be made for vehicle insurance as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU, FB, FV, PB, PU, PV	
JOIN	JN	⇓
EIP	EI	
CWEP	CW	\$500/lifetime
Job Skills/ Vocational Training	VT	The vehicle for which insurance is paid must be titled or leased in the name of an adult included in the AG. The vehicle may be jointly owned as long as an adult in the AG is one of the joint owners. Vehicles leased under WV WHEELS do not qualify.
Job Search	JO	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	
Education-College Only	CL, SE	
Continued Support Services	PL	
In-Service to WV	IW	
Job Development/ Retention	JD, JK	⇑

11. DUI Offenses

Payment may be made for costs related to reinstatement of drivers licenses which have been revoked due to substance abuse. Allowable expenses include, but are not limited to: DUI classes, licenses reinstatement fee, new licenses, ignition interlock systems. Expenses that may not be paid are: fines, test for drug/alcohol use, treatment programs, any other medical cost.

Payment may be made as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU, FB, FV, PB, PU, PV	⇓
JOIN	JN	<b>\$500/lifetime</b>
EIP	EI	
CWEP	CW	The client must be enrolled in and attending a substance abuse treatment program conducted by a certified treatment specialist. However, treatment cannot be paid.
Job Skills/ Vocational Training	VT	
Job Search	JO	
WtW-Competitive Grant	CG	
WtW-Formula Grant	FG	See opening paragraph for the kinds of costs that may and may not be paid.
Education-College Only	CL, SE	
Continued Support Services	PL	Payment limited to costs related to 1 offense only. All paid costs must be related to the same offense.
In-Service to WV	IW	
Job Development/ Retention	JD, JK	Payment for Ignition Interlock is limited to the initial DMV fee and 3 months of service.
		⇑

1. GED Achievement Bonus

**NOTE:** This is not a support service payment.

Any active WV WORKS recipient who passes the GED examination is eligible for an achievement bonus as follows.

WV WORKS Activity	RAPIDS Component	Limitations
<p>Applies to any active WV WORKS recipient who obtains a GED.</p> <p><b>NOTE:</b> This does not apply to obtaining a high school diploma.</p>	<p>FU, FB, FV, PB, AB, PU, PV, JN, JO, EI, CW, VT, CG, FG</p>	<p style="text-align: center;">↓□</p> <p style="text-align: center;"><b>\$200/lifetime</b></p> <p>Payment may be made only to those active recipients without a high school diploma or equivalent, who pass the GED examination. It is not necessary to wait until the GED diploma is issued.</p> <p>Parents who are under age 18 and unemancipated at the time the GED exam is passed are not eligible for this bonus, since they must attend school in order to remain eligible.</p> <p>Flat-rate payment required. Not incremental payments.</p> <p style="text-align: center;">↑□</p>

13. Perfect Attendance Achievement Bonus

**NOTE:** This is not a support service payment.

Any active WV WORKS recipient who has perfect attendance during any month of ABE classes or training, is eligible for an achievement bonus as follows.

WV WORKS Activity	RAPIDS Component	Limitations
<p>Job Skills/Vocational Training, when the client is scheduled to attend training for at least 15 hrs./week.</p> <p>ABE, when the client is scheduled to attend classes for at least 15 hrs./week.</p>	<p>VT (Does not apply to college)</p> <p>AB</p>	<p style="text-align: center;">↓</p> <p style="text-align: center;"><b>\$50/month</b></p> <p>Paid to each person for each month of perfect attendance at school or training while he is an active WV WORKS recipient.</p> <p>Perfect attendance means no absences of any kind, except when the facility is closed, such as for snow days. Other circumstances over which the client may have no control are counted as absences for the purpose of bonus payments. Also does not apply if missed time is made up during the same month.</p> <p>Parents who are under age 18 and unemancipated at the time the GED exam is passed are not eligible for this bonus, since they must attend school in order to remain eligible</p> <p>Flat-rate payment required. Must be paid after completion of each month, not left to accumulate.</p> <p style="text-align: center;">↑</p>

14. Higher Level Achievement Bonus

**NOTE:** This is not a support service payment.

An achievement bonus is paid to active recipients for achieving the next federal functional grade level, as determined by the Department of Education.

WV WORKS Activities	RAPIDS Component	Limitations
ABE	AB	<p><b>\$50/each functional level.</b></p> <p>Paid for grade levels 0 - 12 only.</p> <p>Must be an active WV WORKS recipient for the month during which the higher level is achieved.</p> <p>Parents who are under age 18 and unemancipated at the time the higher level is achieved are not eligible for this bonus, since they must attend school in order to remain eligible</p> <p>Flat-rate payment must be made once each level is reached.</p>

15. Training Completion Achievement Bonus

**NOTE:** This is not a support service payment.

An achievement bonus is paid for completing training as follows.

WV WORKS Activity	RAPIDS Component	Limitations
Job Skills/Vocational Training, when the training is scheduled for at least 400 hrs.	<p>VT, EE</p> <p>(Does not apply to college)</p>	<p><b>\$200/each training completed</b></p> <p>Paid to each person who completes a training course. The person must be an active WV WORKS recipient for the month during which the training is completed.</p> <p>Flat-rate payment must be made at completion of training.</p>

16. Six-month Job Retention Achievement Bonus

**NOTE:** This is not a support service payment.

An achievement bonus is paid for retaining employment as follows:

WV WORKS Activity	RAPIDS Component	Limitations
N/A	PL	<p style="text-align: center;"><b>\$100</b></p> <p>Paid to each former recipient who is employed full-time at the end of the 6th month following AG closure.</p> <p>Full-time employment is defined as 100 hrs/mo. or more.</p> <p>There is no limit on the number of times an AG can be closed and still qualify for this bonus.</p> <p>The person employed is not required to be working for the same employer as when the AG was closed. Any full-time employment qualifies.</p> <p>There is no minimum earnings level to qualify for this bonus.</p> <p>The person employed is not required to have been employed each month between the month of closure and the end of the 6th month. Working full-time at the end of the 6th month qualifies.</p> <p>A flat-rate payment is required at the end of the 6th month.</p>

17. One-Year Job Retention Achievement Bonus

**NOTE:** This is not a support service payment.

An achievement bonus is paid for retaining employment as follows.

WV WORKS Activity	RAPIDS Component	Limitations
N/A	PL	<p style="text-align: center;"><b>\$200</b></p> <p>May be paid to the same individuals who received the achievement bonus for 6 months of job retention.</p> <p>Paid to each former recipient who is employed full-time at the end of the 12th month following AG closure.</p> <p>Full-time employment is defined as 100 hrs/mo. or more.</p> <p>There is no limit on the number of times an AG can be closed and still qualify for this bonus.</p> <p>The person employed is not required to be working for the same employer as when the AG was closed. Any full-time employment qualifies.</p> <p>There is no minimum earnings level to qualify for this bonus.</p> <p>The person employed is not required to have been employed each month between the month of closure and the end of the 12th month. Working full-time at the end of the 12th month qualifies.</p> <p>A flat-rate payment is required at the end of the 12th month.</p>

D. CORRECTING THE SUPPORT SERVICE CHECK AMOUNT

When the Worker discovers that a support service payment has been requested for less than was intended, an additional payment for the difference is requested on RAPIDS screen BIRQ.

E. SUPPORT SERVICE CHECK RETURNED BY THE CLIENT TO THE LOCAL OFFICE

For any support service check returned to the local office, the Worker must complete an ES-14, attach the check and mail both to the Check Control Unit. The Unit disposes of the check according to the instructions on the ES-14.

F. SUPPORT SERVICE CHECK RETURNED BY THE POST OFFICE TO THE STATE OFFICE

Upon receipt of a check returned by the Post Office, the Check Control Unit notifies the appropriate county Worker by a RAPIDS-generated alert. The Worker must determine the appropriate disposition of the check. Once the disposition of the check is determined, the Check Control Unit must be notified promptly.

G. LOST, STOLEN OR DESTROYED SUPPORT SERVICE CHECKS

A check is considered lost when a client reports that a correctly addressed check was not received or that it was received but stolen, lost or accidentally destroyed.

The Worker must verify that the payee's address is correct in RAPIDS and that the check has been written.

To ensure that the check is not delayed in the mail, no replacement action is taken until 5 days (Sundays and mail holidays excluded) after the check was mailed.

Form DF-36, Lost Check Affidavit, must be completed to initiate the replacement process. A notary seal or stamp is preferable, but only required when the form is notarized outside of WV. The Worker prepares an original and three copies of form DF-36, Lost Check Affidavit. Each copy must have an original signature. A copy of the form is filed in the case record. The Worker completes screen BIWS to indicate the reason for stopping payment of the check.

The DF-36 is then submitted to the Check Control Unit. The Worker must explain to the client that if he receives or finds the lost check, he must immediately notify the Worker. The Check Control Unit enters into RAPIDS the date the DF-36 is received and completes screen BIPL to issue a replacement check.

If a client reports a lost check and is issued a replacement, then finds, cashes and spends the original check, the Worker will be notified of this by the Check Control Unit. The client is expected to reimburse the Department. If the client does not reimburse the overpayment, he is ineligible for future replacement checks.

H. RECOUPMENT OF SUPPORT SERVICE PAYMENTS

Recoupment of support service overpayments is accomplished by adjusting subsequent support service payments. When adjusting subsequent payments is not possible, the Worker must contact the client to request repayment. If the payment is returned, it is sent to the Check Control Unit with an ES-14. It is necessary to identify such returned payments by indicating "WT" in the upper right corner. Do not include an account number for deposit of the funds.