

24.14 PAYMENT FOR SUPPORT SERVICES

Payment for support services is authorized to assist WV WORKS participants in securing or maintaining employment or participating in other activities.

The type and amount of any payment made must be based on need, i.e., without receiving the payment in that amount the client is not able to participate in an activity. Available services must be discussed and needs assessed by the Case Worker and the client during the interview and assessment process and at reviews. The client may also request services as needs arise.

Support services may be issued during any month for which a WV WORKS payment is made. In addition, some former Work-Eligible Individuals in a previous WV WORKS case 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 members and non-recipient Work-Eligible Individuals in the household.

NOTE: Although non-recipient Work-Eligible Individuals are not in the AG, they are eligible to receive support services and payments as long as they meet all other eligibility requirements.

A. WHO IS ELIGIBLE

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

- Work-Eligible Individual in an active WV WORKS case for the month for which the support service payment is intended.
- A non-recipient parent, step-parent, or caretaker relative receiving SSI who has chosen to volunteer to participate in a work activity.
- Participating, or preparing to participate, in a work activity listed in Sections 24.6 – 24.13.
- For individuals who are preparing to participate, support service payments, may be made under OW component to remove challenges to participation. Transportation, vehicle repair and vehicle insurance will be the only allowable support payments associated with this component.
- Not in a sanction for the month for which the support service payment is intended.
- Has not received and is not expected to receive, a DCA payment which covers the month for which the support service is requested.
- Did not receive WV WORKS fraudulently or is not subject to repayment for the total monthly allotment.

- 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 and telephone hook-ups.

EXCEPTION: Pre-paid phone cards may only be purchased to enable the client to make activity-related calls when the client has no home telephone.

- The BA-67 form must be used when guaranteeing or promising payment for support services such as clothing, payment of rent for relocation, etc. The procedures outlined by the BCF Office of Finance and Administration for issuing and tracking the BA-67 must be followed.

EXCEPTION: The BA-67 form is not required when there is a contract for payment signed by a vendor such as EIP, **ESP** or Training Contract.

- When a request for a support service payment has been made, but no payment is issued, the Worker must notify the client of the denial using form DFA-WVW-NL-2. The Worker must provide a narrative explanation of the reason the payment is denied in terms that are easily understood by the client. The action must be recorded in Work Programs comments.

Under no circumstances is it correct to give or mail a DFA-WVW-NL-2 to a client without a Worker-composed explanation of the reason for the denial.

The DFA-WVW-NL-2 offers the client the right to a Fair Hearing on this denial and must be mailed or given to the client with a Hearing request form.

WV WORKS Activities and Requirements

Payment may be made for **collateral expenses** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
College	CL	 <p>\$450/12 month period</p>
Community Service Programs	CS	
Continued Support Services/Job Retention	PL	
CWEP	CW	
Education Related to Employment	ED	
EIP	EI	
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
Job Search and Job Readiness	JR	
Job Skills Training Related to Employment	JT	
JOIN	JN	
Other Agency's OJTs	OJ	
Other Work Experience Programs	WE	
Providing Child Care for Community Service Participant	CC	
Satisfactory Attendance at Secondary School or ABE Program	HS, AB	
Vocational Educational Training	VT	

WV WORKS Activities and Requirements

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 for **tools and equipment** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
College	CL	 <p>\$1,000 Lifetime</p>
Continued Support Services/Job Retention	PL	
Education Related to Employment	ED	
EIP	EI	
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
Job Skills Training Related to Employment	JT	
Other Agency's OJTs	OJ	
Providing Child Care for Community Service Participant	CC	
Satisfactory Attendance at Secondary School or ABE Program	HS, AB	
Vocational Educational Training	VT	

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 of \$60 may be authorized for the month of approval only for travel. This prepayment must be deducted from the subsequent transportation payment requested for the initial month.
- Transportation payments may be authorized only if expenses have been incurred or are reasonably expected to be incurred. The full amount does not have to be issued.
- Payments made for private transportation are intended to cover more than the cost of fuel. Daily payments for travel include a portion of the following expenses: fuel, insurance, vehicle maintenance, minor repairs and parking.
- 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.
- Transportation stipends received from another source must be deducted from any transportation payments requested.
- 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.
- A BA-67 is not required for transportation payments made to a vendor.
- Requests for transportation received more than 3 months past the month of participation are ineligible. Requests for exceptions due to extenuating circumstances may be sent to the Family Support Policy Unit for consideration.

WV WORKS Activities and Requirements

Payments may be made for **transportation** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
College	CL	<div style="text-align: center;">  <p>Payments may not exceed \$15/daily; \$345/month</p> <p>The participant must attend an allowable activity for each day that a transportation payment is issued. When the participant does not meet the monthly participation requirement, including excused hours (16 hours/month; 80 hours/12 months) and Federal holiday hours, he must be evaluated for a sanction. Time sheets will be due monthly by the 5th day following the month of participation.</p> <p>NOTE: Participants in temporary barrier components may receive \$15 daily transportation to attend assessment testing or to meet with a resource agency assisting with barrier removal activities.</p> <div style="text-align: center;">  </div> </div>
Community Service Programs	CS	
Continued Support Services/Job Retention	PL	
CWEP	CW	
Education Related to Employment	ED	
EIP	EI	
Employment Assistance Program	EA	
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
Job Search and Job Readiness	JR	
Job Skills Training Related to Employment	JT	
JOIN	JN	
Other Agency's OJTs	OJ	
Other Work Activities	OW	
Other Work Experience Programs	WE	
Providing Child Care for Community Service Participant	CC	
Satisfactory Attendance at Secondary School or ABE Program	HS, AB	
Vocational Educational Training	VT	

WV WORKS Activities and Requirements

9. Vehicle Repair

Payment may be made for **vehicle repair** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
College	CL	 \$2,000/Lifetime/AG Funds must not be used to purchase a vehicle. May be used for state inspection stickers and license plates. The vehicle to be repaired must be titled or leased the State of WV in the name of a Work-Eligible adult included in the household. The vehicle may be jointly owned as long as a Work-Eligible adult in the household is one of the joint owners. May be used to pay for driver's education for those without a driver's license. Any support service payment plus other available resources for repairs must make the vehicle roadworthy. Insurance is not paid under this category. 
Community Service Programs	CS	
Continued Support Services/Job Retention	PL	
CWEP	CW	
Education Related to Employment	ED	
EIP	EI	
Employment Assistance Program	EA	
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
Job Search and Job Readiness	JR	
Job Skills Training Related to Employment	JT	
JOIN	JN	
Other Agency's OJTs	OJ	
Other Work Activities	OW	
Other Work Experience Programs	WE	
Providing Child Care for Community Service Participant	CC	
Satisfactory Attendance at Secondary School or ABE Program	HS, AB	
Vocational Educational Training	VT	

WV WORKS Activities and Requirements

Payment may be made for **vehicle insurance** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
College	CL	 \$1,500/Lifetime 
Community Service Programs	CS	
Continued Support Services/Job Retention	PL	
CWEP	CW	
Education Related to Employment	ED	
EIP	EI	
Employment Assistance Program	EA	
Employment: Unsubsidized, Subsidized, Full- or Part-time.	FU,FV,FB,PU,PV,PB	
Job Search and Job Readiness	JR	
Job Skills Training Related to Employment	JT	
JOIN	JN	
Other Agency's OJTs	OJ	
Other Work Activities	OW	
Other Work Experience Programs	WE	
Providing Child Care for Community Service Participant	CC	
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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 in RAPIDS.

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 Accounts Receivable, Office of Accounting. The Unit disposes of the check according to the instructions on the ES-14.

F. SUPPORT SERVICE CHECK AND BA-67 REPLACEMENT PROCEDURES

See Section 21.3 for instructions.

G. 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 Accounts Receivable, Office of Accounting, Building 3, Room 413, with an ES-14. The Worker must identify the returned payments by indicating "Work Support" in the upper right corner. Do not include an account number for deposit of the funds.

When a Worker discovers a client has received an improper cash refund of support service monies instead of goods or services, the amount of the refund will be considered an overpayment of support services and must be recouped.

For individuals who receive a prepayment of supportive services under the OW component and then do not subsequently participate, future prepayments from supportive services must not be made.