

## 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.

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.

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 3rd or subsequent sanction for the month for which the support service payment is intended. Those who are in a 1st or 2nd sanction period are eligible for support services. There is no corresponding reduction in the amount of the support service payment due to either the 1st or 2nd sanction.
- Has not received and is not expected to receive, a DCA payment which covers the month for which the support service is requested.

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.

**NOTE:** If a case must be reopened in order to process Support Service payments, Supervisory approval is required to reopen the case.

- 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 for clothing is \$300/lifetime. 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 when possible. See Chapter 4 for verification requirements.
- A recording must be made on RAPIDS screen CMIC for each payment, explaining the need for the payment and the reason for the amount issued. 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 usually based on each individual recipient, not on each family. Therefore, if 2 parents are participating, each is eligible for a maximum payment amount in the time-limited period, except for vehicle repairs.
- Payments must be made by vendor payment when possible. 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. Self employed clients who render services to other clients are also assigned a vendor number to be paid for those services.

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.

If a client receives the payment directly, the individual's PIN is the vendor number.

- 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 service 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 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.

- 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 OFS-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.

**EXAMPLE:** A former recipient last received a WV WORKS check in January and applies for payment for vehicle repairs in August.

## WV WORKS Activities and Requirements

The Worker includes the following statement in the letter: Your last WV WORKS check was for January. Payments may be made to former WV WORKS recipients for only 6 months after the last check. Since you applied for the payment in August, you are not eligible to receive this payment. Your eligibility for these payments ended July 31st.

**EXAMPLE:** A former recipient last received a WV WORKS check 4 months ago. Five months ago his youngest child had his 19th birthday.

The Worker includes the following statement in the letter: Our records show that Andrew is your youngest child and that he turned 19 on \_\_\_\_\_. Since he is now an adult, you do not meet the requirement of having a dependent child in your home.

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

The OFS-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.

#### 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.

WV WORKS recipients may be participating in more than one activity simultaneously and entered as such in RAPIDS.

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.

##### 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 Part-time.	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	
Community Service	CS	<b>\$150/Lifetime</b>
SPOKES/EXCEL	SP	
Job Search	JO	
CWEP	CW	
Continued Support Services/Job Retention	PL	↑
Intensive Case Management	IC	

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. Lay-away payments for clothing must not be made under any circumstances.



Payment may be made for **clothing** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time	FU,FB,FV,PB,PU,PV	 <b>\$600/Lifetime</b> Payment limited to approved training, when uniforms or special clothing are required or to clothing appropriate for a job interview.
JOIN	JN	
EIP	EI	
Jobs Skills / Vocational Training	VT	
Job Search	JO	
Community Service	CS	
SPOKES/EXCEL	SP	
CWEP	CW	
Education - College Only	CL	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	

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
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU,FB,FV,PB,PU,PV	
EIP	EI	 <b>\$1,000/Lifetime</b>
Jobs Skills/ Vocational Trng.	VT	
Education - College Only	CL	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	
		





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 Part-time.	FU,FB,FV,PB,PU,PV	 <p><b>\$60/Lifetime</b></p> <p>Payment for WV drivers license and/or chauffeurs license.</p> <p>Payment must not be made from this category for the test required due to traffic violations or for classes required for DUI convictions.</p> 
JOIN	JN	
EIP	EI	
Jobs Skills/ Vocational Trng.	VT	
Education (High School, GED, ABE, Literacy, College)	HS,AB,LS,CL	
Community Service	CS	
SPOKES/EXCEL	SP	
Job Search	JO	
CWEP	CW	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	

5. Commercial Drivers License (CDL)



Payment may be made for a **CDL** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.  EIP  Jobs Skills/ Vocational Trng.  Continued Support Services/Job Retention  Intensive Case Management	FU,FB,FV,PB,PU,PV  EI  VT  PL  IC	<div style="text-align: center;">    <b>\$300/Lifetime</b>                       Payment must not be made for the test required due to traffic violations or for classes required for DUI convictions.                 </div> <div style="text-align: center;">  </div>

6. Professional License

A professional license may be paid for when required to work in a specific occupation. The client must have a job offer, or the Worker must be reasonably certain that the client can obtain employment after obtaining the license.

Payment may be made for a **professional license** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU,FB,FV,PB,PU,PV	  <b>\$300/Lifetime</b>  Payment limited to the cost of the license when not included in the cost of the course and obtaining the license is part of the course completion.  
EIP	EI	
JOIN	JN	
Job Skills/ Vocational Trng.	VT	
Education-College	CL	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	

## 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.

In addition, payments may be made to relocate victims of domestic violence when the safety of the client and/or the children is compromised. To qualify for payment, the requirements in Sec. 13.8,G must be met and the current living situation must be unsafe. Funds may not be used to move someone to a shelter, but may be used to move from a shelter to a residence.

The lifetime limit applies, regardless of the reason for the relocation. A relocation payment for domestic violence may not be made when the lifetime limit has been reached by issuing payments for moving expenses related to obtaining employment.

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



WV WORKS Activity	RAPIDS Component	Limitations
Employment: Unsubsidized, Full- or Part-time only.	FU, PU	 <b>\$1,500/Lifetime</b>
Education-College Only	CL	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	
Temporary Barrier- Domestic Violence	TV	
		

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



2-40 miles/day	\$2.50/day
41 + miles/day	\$4.00/day

Payments may be made for *transportation* as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Not in an activity.	PD	Payment is limited to those who are required to attend testing and/or orientation to an activity.
Employment: Subsidized, Unsubsidized, Full- or Part-time.  JOIN  EIP  Jobs Skills/ Vocational Trng.  Education  Community Service  SPOKES/EXCEL  Job Search  CWEP  Continued Support Services/Job Retention  Intensive Case Management	FU,FB,FV,PB,PU,PV  JN  EI  VT  AB,LS,HS,CL  CS  SP  JO  CW  PL  IC	<div style="text-align: center;">                       Payments may not exceed  <b>\$100/month</b>   </div> <p>* One transportation payment for JOIN is made at the time of assignment and is to cover the period only until the first pay period in which the client will receive his \$1 per hour transportation stipend from the JOIN contractor. No additional support service payments for transportation are to be made.</p>

9. Vehicle Repair



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

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU,FB,FV,PB,PU,PV	<div style="text-align: center;">  <p><b>\$1,500/Lifetime/AG</b></p> </div> <p>Funds must not be used to purchase a vehicle.</p> <p>May be used for state inspection stickers and license plates.</p> <p>The vehicle to be repaired 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 through WV WHEELS do not qualify for vehicle repair for the duration of the lease.</p> <p>May be used to pay for driver's education for those without a driver's license.</p> <p>Any support service payment plus other available resources for repairs must make the vehicle roadworthy Insurance is not paid under this category.</p> <div style="text-align: center;">  </div>
JOIN	JN	
EIP	EI	
CWEP	CW	
Jobs Skills/Vocational Trng.	VT	
Job Search	JO	
Education - College Only	CL	
Community Service	CS	
SPOKES/EXCEL	SP	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	
<p><b>NOTE:</b> The \$1,500 limit applies to the AG, not each adult in the AG. More than 1 car may be repaired and payment may be made on behalf of more than one adult, as long as the amount does not total more than \$1,500/AG.</p>		



10. Vehicle Insurance

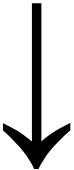

Payment may be made for *vehicle insurance* as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU,FB,FV,PB,PU,PV	<div style="text-align: center;">   <b>\$500/Lifetime</b>                      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.                 </div>
JOIN	JN	
EIP	EI	
CWEP	CW	
Job Skills/ Vocational Training	VT	
Job Search	JO	
Education-College Only	CL	
Community Service	CS	
SPOKES/EXCEL	SP	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	

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 for ***DUI-Related expenses*** as follows:

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

12. DRS Vocational Evaluation and Assessment

A special contract arrangement between DHHR and the Division of Rehabilitation Services (DRS) allows for payment of the cost of a DRS vocational evaluation and/or assessment for referred WV WORKS AG adults who indicate they cannot or will not work. These clients must otherwise meet the eligibility requirements to receive DRS services.

Under this special contract arrangement, DRS will bill the local DHHR office for each identified WV WORKS client through the Division of Family Assistance (DFA), DFA will forward these to the local office for payment. Payment is made by the Worker only to DRS at the designated address as established by DFA

Payment may be made to DRS for the **vocational evaluation and/or assessment** as follows:

WV WORKS Activity	RAPIDS Component	Limitations
Employment: Subsidized, Unsubsidized, Full- or Part-time.	FU, FB ,FV ,PB ,PU, PV	<b>\$1375/Lifetime</b>  Comprehensive Vocational Evaluation and/or Assessment
JOIN	JN	
EIP	EI	
Jobs Skills / Vocational Training	VT	
Education (High School, GED, ABE, Literacy, College)	HS, AB, LS, CL	
Community Service	CS, JR	
Job Search	JO	
CWEP	CW	
Continued Support Services/Job Retention	PL	
Intensive Case Management	IC	
Temporary Barriers	NB, NJ, NN, NP, NQ, NR, NT, NU, NX, TD, TF, TI, TM, TS, TW, TV	

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.

Pages 83 and 84 have been reserved for future use.