

July 16, 2002

To: Site Supervisors, Sacramento Works Career Center (SWCCs)

From: Kathy Kossick, SETA Executive Director

RE: **SETA Supportive Services Policy for Community Services Block Grant, Safety Net Services, Caregiver Training Initiative, CalWORKs, Casey Great Start & Youth Development Programs**

WIA DIRECTIVE #02-08

Effective Date: June 3, 2002

Purpose: It is intended that **Community Services Block Grant (CSBG) Emergency Safety-Net and Supportive Services** be available to One-Stop Career Center customers accessing core services who have yet to be enrolled in WIA Intensive Services. **Caregiver Training Initiative (CTI) supportive services** are available to customers enrolled in caregiver training and assigned to CTI Case Managers outstationed at the Career Centers. **CalWORKs incentives and supportive services** are available to customers enrolled in CalWORKs Retention services. **Casey Great Start Supportive Services** are available to Foster youth accessing transition services via the Career Centers. **Youth Development** incentives and supportive services are available to youth enrolled in the Youth Development and Crime Prevention (YDCP) program and assigned to YDCP case managers outstationed at the Career Centers.

Eligibility: Customers eligible for **CSBG** services are those who are recipients of TANF, CalWORKs, Supplemental Security Income (SSI), or whose family income before taxes falls at or below the federal poverty income guidelines. Recipients of CSBG services must be Sacramento County residents.

Customers eligible for **CTI** services must be determined eligible for WIA or Welfare-to-Work. Each CTI client can receive up to \$700 in support services.

Customers eligible for the **CalWORKs Retention** services are:

- Current CalWORKs recipients unemployed or employed part-time or full-time;
- Former CalWORKs recipients employed in the last year and who have received aid within the past 12 months;
- Former CalWORKs recipients who have received aid in the past 12 months and are returning to aid due to a job loss as a result of a decline in the labor market.

Customers eligible for **Casey Great Start** supportive services are those youth who are current, transitioning and former foster youth requiring emergency assistance and transitional supportive services. Each youth is limited to a maximum of \$750 in supportive service expenditures.

Customers eligible for **YDCP** incentives and support services are youth ages 14 to 21, determined WIA eligible **and** have substance abuse or mental health issues or engaged in or at risk of involvement in the criminal justice system.

Process: One-Stop staff assisting clients in need of emergency safety-net or supportive services must contact a Neighborhood Services Coordinator (NSC) for CSBG services or a Casey Great Start Youth Services Specialist (YSS) for foster youth services. CTI Case Managers (ESSs) will assist customers enrolled in Caregiver training. CalWORKs Case Managers (ESSs) will assist customers enrolled in CalWORKs Retention services. YDCP Youth Specialists (YSS) will assist customers enrolled in YDCP program. The NSC, ESS or the YSS, in coordination with One-Stop staff, if appropriate, will determine that an emergency exists or a foster youth is in need of the service to achieve self-sufficiency, and that no other resources are available to the customer. The standard SETA requisition process will be used for purchasing Scrip, vouchers, gas cards and certificates. The **Participant Financial Request Form** will be used for other support services for which the client is unable to pay in advance, such as payments to utility companies, landlords, mortgage companies, and other miscellaneous emergency support services. The SETA/CSBG Family Self Sufficiency Program Voucher will be used in cases when payment to vendors occur after services are rendered.

Approval from the appropriate Supervisor, Program Officer, the Workforce Development Manager, the Deputy Director of Workforce Development or Casey Family Program Director is required for all purchases and expenditures. The Participant Financial Assistance Request Form requires Case Manager and Supervisor approval. The NSC/YSS/ESS should accompany the client when paying a vendor to ensure that funds are used for the purpose intended. In all cases, the original receipt for payment must be returned to the NSC/YSS/ESS.

Payments will not be made for interest, late fees, or penalties.

CSBG: The NSCs will determine CSBG eligibility and document services to clients on a Safety-Net Intake Form indicating client name, number of client contacts, dates and types of services, and client demographic information. This information will be

compiled on a Safety-Net Monthly Report and forwarded to the CSBG ETA III by the 5th of the month following the report month.

CASEY: The YSS will determine Casey eligibility and document services to clients on the Casey Great Start Individual Youth Services Delivery Form and in the case file indicating client name, number of client contacts, dates and types of services, and client demographic information. This information will be compiled on the Casey Great Start Youth Service Delivery Mapping form and forwarded to the Youth Services Supervisor by the 5th of the month following the report month.

CTI: The ESS will document services provided on the customers' Individual Services Strategy Plan form maintained in the case file.

CalWORKs: The case manager will document services provided in the customers' case file.

Youth Development: The YSS will determine YDCP eligibility and document services in the customers' case file.

SERVICES AVAILABLE

FOOD VOUCHERS

The NSC/YSS/ESS will purchase vouchers or certificates in \$10 - \$20 denominations from local area supermarkets and will keep a supply on hand for immediate distribution to clients. Clients who are unable to purchase food with their own resources or food stamps, or who are unable to access a food closet will be provided certificates in an amount appropriate to the number of individuals in the family and the number of meals needed. The NSC/YSS/ESS will determine the maximum amount of certificates provided per family and the duration of service.

TRANSPORTATION

The NSC/YSS/ESS will maintain a supply of all-day Regional Transit bus passes, South County Transit bus passes and gasoline cards in available denominations to remove transportation barriers to medical or other necessary appointments, job interviews, educational institutions, classes, workshops, etc. The maximum number of passes or gasoline cards provided and the duration of the services will be at the discretion of the NSC/YSS.

UTILITY ASSISTANCE

In collaboration with existing energy assistance programs, emergency utility payments for gas and electricity will be made on a once per twelve month basis for families who have received shut-off notices from the utility companies. The NSC/YSS/ESS will ensure that no other resources exist for utility payments, must take possession of the original shut-off notice, and develop a detailed plan for the family to reduce its energy use and keep energy costs within the family's budget.

MOTEL VOUCHERS

Shelter at local motels will be provided to families with children who face an expected disruption of their housing arrangements, need immediate shelter, lack resources to access shelter and find that existing shelter beds for families are full. At the discretion of the NSC/YSS/ESS, up to seven (7) nights of shelter will be provided with a maximum nightly cost of \$55. An extended stay beyond 7 nights - up to fourteen (14) nights - will be provided with approval from the appropriate Program Officer. Every effort will be made by the NSC/YSS/ESS to enroll the family into a shelter, transitional housing program, locate affordable housing, and/or access housing assistance funds from the County Department of Human Assistance for first month's rent plus deposit.

RENT OR MORTGAGE ASSISTANCE

The NSC/YSS/ESS will assist an enrolled client who faces eviction or foreclosure only after alternative sources of housing and/or support has been explored. Written documentation of eviction or foreclosure must be presented showing the amount owed or delinquent, due date, client's name and address, and to whom the payment is due (name and address). The amount of assistance will be made on a case by case, one-time only basis, not to exceed \$400.

MISCELLANEOUS SUPPORT SERVICES

The NSC/YSS/ESS will determine if other support services are appropriate to meet a client's emergency needs or, if no other resources are available, critical in removing barriers to self-sufficiency. Examples of these support services include child care, identification cards, fingerprint clearance for licensing or required by employer, work clothes, work tools, minor auto repair, health care, first month's automobile insurance, etc. Foster youth are eligible for support services in the form of tuition payments and purchase of books and materials for vocational training, GED Preparation, and college courses. Payments for these supports should not exceed \$100 per service for CSBG customers and \$750 for foster youth.

Contact Persons:

CSBG services

Cindy Sherwood-Green, Workforce Development Manager	263-3857
Victor Bonanno, Neighborhood Services Coordinator	262-3226, 263-4364
Chi Cheng, Neighborhood Services Coordinator	263-3832
Mario Montes, Site Supervisor, SWCC Galt	(209) 745-3008
Lou Calkins, Neighborhood Services Coordinator/JSC, Galt	(209) 744-7704
Youth Services Supervisor	263-4840

Casey Great Start services

Wanda Thomas, Employment Services Specialist	263-4144
Jamie Fletcher, YSS	227-0327
Becky Walton, YSS	942-2170
Katherine Soderquist, YSS	262-3226

Caregiver Training Initiative

Cindy Sherwood-Green, Workforce Development Manager	263-3857
Mario Montes, Employment Services Supervisor	(209) 745-3008
Edward DeHerrera, Employment Services Supervisor	263-3753

Youth Development Program

Christine Welsch, Workforce Development Manager	263-3866
Marsha Strode, Youth Services Supervisor	263-7954

CalWORKs Job Retention

Christine Welsch, Workforce Development Manager	263-3866
William Walker, Workforce Development Manager	263-4639
Sandra Brown, Employment Services Supervisor	263-3929
Gisela Sandez, Employment Services Supervisor	262-3217