

2.2.3 What are the support service limits?

Revised: January 20, 2022

There is a \$53,000 yearly limit for each WorkFirst participant in the family. ~~although~~ Some services don't count towards the yearly limit, such as childcare and accommodations. There are hard edits in eJAS for the annual limit, meaning the eJAS system won't allow payments exceeding this limit.

Activity categories include:

- **Work-related:** working, looking for work, work-like activities
- **Safety-related:** meeting significant or emergency family safety needs such as family violence
- **Other activities:** any other activity contained in the ~~client's~~ participant's IRP

The amount of support services authorized must be based on the participant's needs and must stay within the program limits. The only possible exceptions to the limit are when a participant has a crisis situation (~~such as~~ like fleeing domestic violence) or a unique and justifiable need that can be approved through the formal exception to rule process. The process for requesting an exception to rule is described in its own subsection below ([Exception to Rule](#)).

The [Support Services Directory](#) lists the suggested use and dollar limits for each service.

2.2.4 What is ~~the Transportation Initiative pilot (SFY21-22)?~~ Post-TANF Employment Transportation Support Services (PETSS)?

~~The Transportation Initiative pilot covers 100% of the transportation needs in select CSOs across the state. The goal is to address both immediate and long term needs to reduce or eliminate a transportation barrier to assist engaging the eligible WorkFirst participant. Please refer to the [Transportation Initiative Reference Guide](#).~~

~~Pilot Offices:~~

- ~~**Region 1:** Clarkston, Colfax, Colville, Ellensburg, Moses Lake, Newport, Okanogan, Republic, Sunnyside, Toppenish, Walla Walla, and Wenatchee~~
- ~~**Region 2:** Alderwood, Bellingham, King Eastside, Mount Vernon, Oak Harbor, Renton, Smokey Point~~
- ~~**Region 3:** Aberdeen, Chehalis, Kelso, Port Angeles, Port Townsend, Shelton, Stevenson~~

~~1. The pilot office WFPS/WFSSS:~~

~~a. Reviews case and determines if there are needed transportation support services:~~

~~i. Is there a required activity with an IRP?~~

~~A. Discusses and documents the plan to remove the barrier. Please see the Transportation Initiative Flowchart.~~

~~B. Is an ETR needed? Please follow ETR process in 2.2.9.~~

~~ii. If no, continues to review when participant contact is made, as the circumstances may change.~~

~~b. Enters the TI indicator component code through the end of the current state fiscal year.~~

~~c. Issues the support services following the instructions in 2.2.10 Support Services – Step by Step Guide.~~

~~d. Documents all case actions in eJAS notes, including the transportation barrier, steps needed to resolve, and support services issued.~~

Statewide Expansion of Licensing and Fees

~~There is a statewide expansion to transportation related licensing and fees support services from **September 1, 2016 to June 30, 2022, subject to funding** for participants engaged in work or safety activities, and based on available funding. This expansion is available the Transportation Initiative Pilot sites (TI indicator component) and statewide (LF component)~~

~~This means:~~

- ~~● Working with the Department of Licensing (DOL), courts and collection agencies to assist participants in resolving the following transportation issues excluding any costs related to alcohol or drugs, including DUI and DWI:
 - ~~○ Outstanding Traffic Related Warrants~~
 - ~~○ Traffic Tickets~~
 - ~~○ Fines~~
 - ~~○ Penalties~~~~

~~Note: If there are already current payment arrangements in place, the participant is not eligible**~~**

~~The WFPS/WFSSS:~~

- ~~● Helps the participant check with the DOL, if the license is suspended:
 - ~~○ What tickets are holding up the license in suspension?
 - ~~● Has the participant gotten a printout from DOL~~~~
 - ~~○ Documents which court/s are showing the ticket/s:
 - ~~● Who was spoken to at the court~~
 - ~~● How much is owed?~~
 - ~~● Has it gone to collections?~~
 - ~~● Is the court willing/able to pull back from collections?~~
 - ~~● If there is an option for community service or work crew.~~~~~~

- ~~If community service/work crew is not an option:~~
 - ~~Negotiates with the court for lower fees and payment plans:~~
 - ~~Support services for down payment to set up payment plan~~
 - ~~Support service to pay for fines when *all other options* have been exhausted.~~

Note: The court must be contact prior to the collection agency, as often, the court may be willing to pull it back.

Note: Payment of transportation-related fines to a court or collection agency must be authorized by Exception to Rule (ETR) approved by CSD HQ only and accompanied by proof that it is not for alcohol or drug-related fines, including DUI or DWI.

- ~~Submits an ETR through Barcode, follows ETR process in 2.2.9.~~
- ~~Waits for determination from CSD HQ~~
 - ~~If any additional information is requested, provides information and emails CSD HQ.~~

Once the ETR is approved by HQ, the WFPS/WFSSS:

- ~~Enters the LF indicator code (*only if not in a TI office listed below*) in eJAS through 06/30/22,~~
 - ~~The indicator component code is TI for the following offices by region:~~
 - ~~Region 1: Clarkston, Colfax, Colville, Ellensburg, Moses Lake, Newport, Okanogan, Republic, Sunnyside, Toppenish, Walla Walla, Wenatchee~~
 - ~~Region 2: Alderwood, Bellingham, King Eastside, Mount Vernon, Oak Harbor, Renton, Smokey Point~~
 - ~~Region 3: Aberdeen Chehalis, Kelso, Port Angeles, Port Townsend, Shelton, Stevenson~~
- ~~Create the voucher to the vendor and add in freeform text area:~~
 - ~~Approval of ETR for Transportation Initiative~~
 - ~~Ticket/s number~~
 - ~~Cost of each ticket~~
 - ~~Total cost of ticket/s~~

Post-TANF Employment Transportation Support Services (PETSS)

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There is an expansion to transportation-related support services for the pilot offices hosting the Transportation Initiative:
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- ~~Region 1: Clarkston, Colfax, Colville, Ellensburg, Moses Lake, Newport, Okanogan, Republic, Sunnyside, Toppenish, Walla Walla, Wenatchee~~
- ~~Region 2: Alderwood, Bellingham, King Eastside, Mount Vernon, Oak Harbor, Renton, Smokey Point~~

- ~~• Region 3: Aberdeen Chehalis, Kelso, Port Angeles, Port Townsend, Shelton, Stevenson~~

~~This expansion continues to June 30, 2022, subject to funding, PETSS provides transportation-related support services in the for three months after TANF closes, for participants who are exiting TANF/SFA and who have verified unsubsidized employment of 157+ hours per week, with a short-term continuation of transportation related support services. The purpose is to help mitigate the cliff effect that often happens for families when they start new employment and are over-income for TANF/SFA. Households that closed due to Non-Compliance Sanction are not eligible for PETSS. The purpose is to help mitigate the cliff effect that often happens for families when they start new employment and are over income for TANF/SFA.~~

The pilot office WFPS/WFSSS:

1. Reviews case and determines if there are needed transportation-related support services:

- a. Is the TANF/SFA closed?

- i. If yes, did the TANF/SFA AU close, less than 3 months ago?

- ii. If yes, is there *verified* unsubsidized employment of 157+ hours per week?

- i. ~~—~~

- ii. ~~— If yes, completed an ETR request in Barcode and submits for approval.~~

- iii. Documents actions taken and support services needed in eJAS notes.

Note: PETSS requires an Exception to Rule (ETR) approved by CSD HQ only, PETSS support services must only be issued *after* ETR approval.

- ~~2. Once ETR is approved by CSD HQ, enters the TR indicator component code through the end of the current state fiscal year.~~

2. Issues the support services following the instructions in [2.2.10 Support Services - Step-by-Step Guide](#).

3. See the PETSS Desk Aid, for more details on how to issue support services after an AU is closed

- ~~4. Documents actions taken and support services issued in eJAS notes.~~

2.2.5 Are there any restrictions on support services?

Some items can never be purchased with Support Services. They include:

- Weapons,
- Motor vehicles,
- Court-imposed fines, ~~(non-transportation related— See Section 2.2.4 for transportation related court imposed fines.)~~
- Loan payments,

- Services normally provided by state employees such as job placement, or
- Items that the participant's Washington Apple Health benefits will cover.

As shown on the chart below, the types of services you can authorize also vary depending on the person's WorkFirst status.

<i>Authorizing Support Services</i>	
WorkFirst Applicants	<p>Supports that enable the participant who may be in pending status but appear to be eligible for WorkFirst to:</p> <ul style="list-style-type: none"> • Attend WorkFirst Orientation; • Cure sanction; • Have an emergency situation; • Continue to look for, prepare for, or obtain work; or • Provide verification/documentation for Time Limit Extension
WorkFirst Recipients	<p>Authorize support services the participant needs to help them continue to:</p> <ul style="list-style-type: none"> • Look for, prepare for, or obtain work; or • Progress toward self-sufficiency <p>Examples include meeting the initial costs of employment, transportation, barrier removal, or skills training</p>
<u>WorkFirst PETSS Post-TANF Employment Transportation Support Services (PETSS) (within 3 months of TANF closure)</u>	<p><u>Authorize transportation-related services the participant needs help to maintain their employment of at least 15 hours/week for up to 3 months after TANF closes. :</u></p> <ul style="list-style-type: none"> <u>Gasoline</u> <u>Public Transportation</u> <u>Vehicle repairs?</u> <u>Tire replacement</u> <u>Tabs</u> <u>Transfer of vehicle into participants name</u> <u>Maintenance? (oil changes?)</u>