



SUPPORTIVE SERVICES

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2012

Policy/Procedure #: WDD105-A

Supersedes: July 1, 2008

Overview

Service Providers may provide participants with Supportive Services necessary to assist them while pursuing training or securing employment. Funds for such services are included in the respective Grant Agreements. The most commonly provided support services include childcare and transportation. CDBG funds do not allow for any type of support service.

Transportation Expenses

Providers wishing to use funds to assist participants with transportation needs in the form of MUNI passes, gas vouchers, etc., will invoice OWED as they normally would for any other program expense (See WDD 113-A *Invoicing Grant Expenditures*). Funds for Service Providers to cover transportation expenses are identified as support services must be included in their total grant amount and appear as "participant costs" in their approved budget.

The following steps will be taken when a participant is in need of transportation support:

- Participant will complete a **Supportive Service Payment Determination-Certification Form** and submit it to their Case Manager.
- The Case Manager (or other authorized Provider representative) will review and sign the document and keep in the participant's file.

Childcare Expenses

The following steps will be taken when a participant is in need of childcare support:

- Participant will complete a **Child Care Authorization Form** and submit it to their Case Manager.
- The Case Manager (or other authorized Provider representative) will review and sign the document and submit to OEWD's Program Officer
- The Program Officer will review and approve the form and submit to Director of Program Operations for final approval.
- Director of Program Operations submit approved documents to Program Administrator
- The Program Administrator submit the original to the Child Care Administrator
- Child Care Administrator representative will then contact participant and coordinate with Provider to schedule an appointment
- The Case Manager will track the participant's attendance and progress

- Child Care Administrator I provides OEWD with a copy of the participant's information and a cost breakdown each month for approval

Childcare services are not available to CDBG or General Fund clients.

Miscellaneous Expenses

Other allowable Supportive Services expenses may include payment of medical fees, union dues, housing, uniform, books, tools, etc. Providers must contact OEWD for approval of miscellaneous expenses prior to making payments on a client's behalf or to issuing funds to clients.

Data Collection and Record Keeping:

Providers responsible for providing Supportive Services will be required to utilize Workforce Central(WFC) in recording Supportive Services enrollment and completion. Additionally, all supportive services, must be documented in compliance with OEWD fiscal and program reporting procedures. Agencies must provide verification that clients received a supportive service.

INQUIRIES

Inquiries should be addressed to the OEWD Program Operations Director at 415-701-4848 or workforce.development@sfgov.org.

OEWD and its service providers shall follow this policy. This policy will remain in effect from the date of issue until such time that a revision is required.