

# FloridaWorks Standard Operating Procedure (SOP)

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<b>SOP Number:</b>	<b>Subject: Transitional Support Services</b>
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## **PURPOSE**

The purpose of this document is to provide guidelines for the provision of Transitional Support Services to be utilized by families leaving the Welfare Transition Program (WTP). These services are made available to assist the jobseeker(s) in moving toward self-sufficiency. Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks ("Board") permits the provision of Transitional Support Services to transitional WTP jobseekers who are in need of assistance with the elimination or reduction of barriers that may interfere with work activity requirements and/or employment opportunities.

## **BACKGROUND**

Transitional Support Services are defined as those services provided either directly to, or on behalf of, eligible Welfare Transition Program jobseekers, that are necessary to reduce or eliminate barriers in obtaining and/or retaining employment. The primary program for these services is the Welfare Transition Program (WTP) as administered by the Board.

The provision of transitional benefits is not an entitlement; they do not obligate or commit the Board to approve or provide benefits of any type. Eligibility for transitional benefits must be established based on assessment of immediate needs and barriers identified in the Individual Responsibility Plan (IRP).

In the event that a conflict should arise with this policy, all state, federal and local laws, regulations, and formally issued written policies with specific funding sources will take precedent.

This statement of policy and some or all categories of Transitional Support Services under it may be cancelled or changed, in whole or in part, by the Board at any time without notice, effective immediately or at such time as the Board may determine. The Board may make exceptions to this policy when doing so is in the best interest of the Board or its jobseekers.

## **ELIGIBILITY AND LIMITATIONS:**

### **A. Initiating Services**

- 1) An informational meeting should be conducted with the jobseeker providing information about the continued provision of services within the One-Stop Career Center System, once employment is secured and the Temporary Cash Assistance (TCA) case is closed. This meeting should be held as soon as the jobseeker secures employment. The jobseeker must be informed of the availability, criteria, and time limit for accessing transitional benefits. Documentation of this meeting must be provided to and signed by the jobseeker (retaining a copy in the client's file), providing a description of transitional benefits, indicating that all information regarding transitional services were discussed and understood.
- 2) Transitional benefits should be viewed individually and creatively to enable jobseekers to remain employed and achieve self-sufficiency as identified in the Individual Responsibility Plan (IRP).

- 3) Decisions regarding appropriate benefits should, to the fullest extent possible, be made by the career counselor assigned to the jobseeker based on existing and future needs as documented in the jobseeker's IRP.
- 4) Transitional benefit expenditures should be based on consideration of funding availability and the availability of other community resources, so as to leverage limited program resources to the greatest extent possible.

## **B. Eligibility**

Eligibility for support services must be based on assessed needs of the jobseeker as identified in the IRP.

To qualify for transitional benefits:

- 1) The jobseeker's case must be closed due to earned income or,
  - a. the jobseeker requested and received Cash Assistance Severance benefit,
  - b. the jobseeker "opted not to receive" TCA and has earned income,
  - c. the jobseeker's TCA time limit expired, and the jobseeker has earned income,
  - d. the jobseeker began to receive or there was an increase in child support payments and the jobseeker has earned income.
- 2) The family's income must remain below 200% of the Federal Poverty Level (FPL).
- 3) A child under the age of 19, included in the income calculation, must remain in the home. This includes children who would be included in the income except the child who receives Supplemental Security Income (SSI).
- 4) The family must demonstrate a need for transitional benefits.
- 5) The family must attempt to secure needed services from a source(s) other than the One Stop Career system, at no cost, using local community resource guides, prior to accessing transitional benefits.
- 6) The jobseeker must remain employed and provide monthly employment verification to the career counselor.
- 7) Jobseekers who receive Up-Front Diversion or Relocation Assistance and are not employed may receive transitional services only if employment is obtained within 90 days after the Up-Front Diversion process start date.

When a need has been identified and transitional benefits are requested, jobseekers are to be kept apprised of the status of the request, the amount expended year-to-date, and issues outstanding in processing the request.

## **C. Time Periods**

1. The eligibility period for transitional benefits begins the first day of the month following the TCA case closure. Therefore, cases should not be changed to transitional status until the beginning of the month following the appropriate closure reason.
2. Transitional Benefits may be provided for no more than two (2) consecutive years after the TCA is terminated. If at anytime the jobseeker begins receiving TCA again, the transitional time period ends and starts over each time the TCA case closes appropriately.

## **D. Reimbursement Parameters**

Two of the premises for providing transitional benefits are (1) that the job seeker is unable to afford the cost associated with addressing the need and (2) is unable to secure the needed service from other resources. If the job seeker obtains the service or the funds from a source other than the Board, then the job seeker does not meet the eligibility criteria for transitional benefits and the transitional case should be closed.

## **E. Utilization of Vendors**

The Board attempts to utilize pre-identified vendors to help streamline the authorization process of transitional benefits. However, whether a vendor is pre-identified or not, a cost and service availability comparison is required and must be documented.

## **F. Expenditure Limitations**

Support services (with the exception of vehicle repair, replacement and purchase and other items specifically exempted in this policy) are limited to \$1,500 annually per job seeker. Annual expenditures in excess of this limit require the prior approval of the Board's Administrative Entity who may elect to increase the ceiling for individual job seekers in the event of extraordinary circumstances. Service providers will track and report the cost of transitional support services for each jobseeker and will share this information with other providers servicing Board job seekers, if requested.

## **G. Transitional Benefits Prohibitions**

1. Transitional benefits shall not be provided to pay for fines resulting from infractions of the law.
2. Transitional benefits shall not be provided to job seekers who are sanctioned.

## **H. Case File and System Requirements**

1. A budget must be created in the client's file prior to the issuance of transitional benefits (excluding Transitional Child Care (TCC)).
2. All information must be entered into the One-Stop Career Center current MIS system reflecting the provision of transitional benefits. The current MIS system must be updated for each job seeker as changes occur.
3. All transitional benefits-related documentation must be maintained in the jobseeker's case file. The job seeker's case must be followed-up/reviewed at least monthly by the career counselor to ensure that the jobseeker is still successfully employed. Documentation of this follow-up/review must be maintained in both the client file and MIS system.
4. Cases must be closed in the MIS system if transitional services are NOT being provided or if the transitional benefits case has not been active for 60 days.

## **I. Transitional Services Available**

Support services include, but are not limited to:

- Transitional Education and Training (TED)

In order to assist former WT jobseekers who are continuing their training and upgrading their skills, transitional education and training may be provided for up to two (2) years from the date the jobseeker becomes ineligible for TCA.

Transitional education and training must be job-related, but may include training to improve job skills in a jobseeker's existing area of employment or may include training to prepare a jobseeker for employment in another occupation.

Prior to expending WTP funds, jobseekers must first seek education or training resources available within the community, by both applying for Pell Grants and any other grants or available scholarships.

Transitional education and training may be provided through an Individual Training Account (ITA).  
(See ITA policy for further information)

All jobseekers referred to training shall be required to apply for a Pell grant. The Pell grant proceeds is applied toward the tuition cost, with ITAs paying only for costs in excess of the Pell grant. The ITA voucher is issued regardless of Pell eligibility to ensure that tuition and related expenses are paid and training is not disrupted in cases where Pell or other financial aid is not disbursed in a timely fashion. ABRWB will pay the ITA agent only those costs that are in excess of the Pell grant. All documentation regarding the Pell grant application must be maintained in the jobseeker's file.

- Transitional Childcare (TCC)

The provision of transitional childcare services is coordinated locally and is operated on a full-day, year-round basis to the maximum extent possible in order to enable parents to work and become economically self-sufficient.

The cost of transitional childcare is subsidized and the parent is responsible for paying a small fee based on a mandatory sliding fee scale.

A sliding fee scale is a fee that changes based on certain factors. In the case of subsidized childcare, the fee is based on the household's total income and family size. So a household with the same number of members with an income of \$9,000 per year would pay less than a similar household with an annual income of \$13,000.

Jobseekers may apply for TCC at either Department of Children and Families (DCF) or the One Stop Career Service Center. Referrals shall be authorized for periods of up to six (6) months at a time.

Job seekers who are enrolled in transitional education may be eligible for TED childcare. The childcare is for the education and training hours only. The career counselor is responsible for determining eligibility and making childcare authorizations for TED childcare. The authorization period is limited to a maximum of six (6) months at a time, as long as the jobseeker is making satisfactory progress in the education program.

Job seekers who receive Relocation Assistance and are not employed may receive TCC only if employment is obtained within 90 days after receipt of the Relocation Assistance.

Job seekers who receive Up-Front Diversion and are not employed may receive TCC only if employment is obtained within 90 days after the Up-Front Diversion process start date.

Transitional childcare services must be terminated by the career counselor using the [Notice of Change in Child Care Status](#) form when the job seeker's two-year transitional time period has ended, when the jobseeker is no longer employed, or when the job seeker ceases to continue enrollment in a transitional education activity. The [Notice of Change in Child Care Status](#) form must be sent to the job seeker and the childcare coordinating agency on the same date that it is completed.

Job seekers receiving TCC who lose employment due to a good cause reason, may receive TCC for up to 30 calendar days to complete job search activities. The 30 calendar days begin the date the childcare referral is dated by the referral provider (DCF or the career counselor). Good cause reasons for the termination of employment include:

1. The position ends (i.e. job layoffs, business closure);
2. Job requirements are illegal or against the moral or religious beliefs of the jobseeker;
3. Working conditions or job duties could be harmful to the physical or mental health of the jobseeker;
4. Sexual or racial discrimination or harassment on the job;
5. Change in job requirements for which the jobseeker is not qualified;
6. Change in hours or location of employment that is not feasible due to childcare or transportation arrangements; or
7. Family or health problems of the jobseeker or children requiring an extensive period of time off, which the parent is unable to arrange with the employer.

If the jobseeker reports termination due to good cause, a self-attestation is sufficient documentation. To ensure the jobseeker is utilizing the 30-day TCC referral to obtain employment, a Job Search referral form must be completed by the jobseeker and returned to the career counselor on a weekly basis.

If the jobseeker does not secure employment prior to the 30 day time period, the TCC referral must be terminated on the 30<sup>th</sup> day. If the jobseeker secures employment prior to the two year TCC time period expiring, TCC may be provided.

- Transitional Transportation

In order to assist former recipients of TCA in maintaining and sustaining employment or educational opportunities, transportation may be provided, subject to funding availability, for up to two (2) years from the date the jobseeker becomes ineligible for TCA. Transitional transportation must be related to the jobseeker's current employment, or current enrollment in TED.

The geographic reality of Alachua and Bradford counties necessitate creative strategies, options and cost considerations regarding transportation and related services. This includes repairs to a jobseeker's personal vehicle.

Expenditure limitations are established for each transitional transportation category and the required documentation that the jobseeker must provide in order to process requests:

1. Bus Passes – jobseekers may be issued one bus pass per month. Bus passes are issued monthly to jobseekers for whom it is determined that public transportation is appropriate and the jobseeker has no other means of transportation. Bus passes that are lost or stolen will not be replaced.

2. Gas Cards - jobseekers may be issued gas cards on a monthly basis when a personal vehicle is used as a means of transportation to get to and from the job, and training activity, if applicable. The following limitations apply:

Gas cards are to be issued in increments of \$5, \$10, and \$20 and rounded to the nearest increment when determining the allowance, and the maximum monthly gas card allowance shall be \$50.

Career counselors must utilize the attached [Gas Card Allowance Worksheet](#) to determine the amount to be issued to each jobseeker for the fuel cost of traveling to the work site. Mileage should be calculated based on total monthly roundtrip from the jobseeker's place of residence to daycare or school for their children and then to the work site, and training activity, if applicable. Mileage will be calculated at .15 per mile.

Gas Cards for jobseekers with Multiple Job Sites

Employed jobseekers who have multiple job sites with the same employer, may be issued up to the maximum monthly gas card allowance, if the employer does not reimburse for mileage. Career counselors are required to complete the [Gas Card Allowance Worksheet](#), and must indicate on the worksheet that the jobseeker has multiple job sites for the same employer to justify receiving the maximum monthly gas card allowance.

Career counselors must adjust the current month's gas card allowance when the previous month's mileage was not sufficient to utilize the full maximum gas card allowance issued.

Jobseekers must be advised to keep track of their worksite destinations using the [Work Site Destinations Worksheet](#) and provide it to the career counselor the following month for a new allotment of gas cards.

3. Auto Repair - Repairs shall only be made on a vehicle owned by the jobseeker except in rare instances where the jobseeker has unrestricted written access to a vehicle owned by another

member of the immediate household. Vehicle repair costs are excluded from the support services limitation of \$1500 per program year per jobseeker.

All requests for repairs must be reviewed by Dignity Project to see if the project can repair the vehicle before support service funds can be expended. The only exception to this is major engine/transmission repairs and emergency repairs for employed jobseekers. When one of these instances occurs, the jobseeker must contact his/her career counselor prior to beginning repairs.

If Dignity Project is unable to repair vehicle or their workload prevents them from doing so in a reasonable amount of time, jobseeker must obtain and submit for approval three written estimates prior to making any repairs. All vehicle repairs require a written estimate from an ASE or similarly certified technician employed by a repair facility registered under FS 559.904.

Vehicle repairs are restricted to those affecting the safe functioning of the vehicle. Routine maintenance (oil changes and wiper blades) or non-essential components such as audio, climate control (unless accompanied by a doctor's statement documenting health circumstances) and auto body repairs are prohibited.

The jobseeker must pay for 50% of repair work up to the \$300 yearly cap, per jobseeker, on support services for automobile repairs.

Reimbursement for repairs that were not authorized by a supervisor in writing prior to work being completed may be made only if it was an emergency repair and the jobseeker was employed (\$300 cap applies).

4. Liability Insurance – Payment for automobile insurance is limited to \$300, once in a lifetime as a transitional jobseeker. Jobseekers, who are provided liability insurance as a mandatory jobseeker and subsequently change to transitional status, may be provided liability insurance again; however the service shall be provided no more than once in 24 consecutive months.

5. Tag, Title, and License - All mandatory and actively participating jobseekers, with the exception of those deferred due to transportation, may receive a one-time only expenditure for tag, title, and license.

6. Automobile Purchases - payment for the purpose of purchasing an automobile is not an allowable expenditure.

The following documents must be provided as proof of car ownership or use in order to provide gas cards, automobile repairs and insurance:

- Two written estimates for identical auto repair or insurance
- Proof of current vehicle registration
- Current driver's license
- Proof of current automobile insurance
- Notarized Affidavit – required when the jobseeker does not own the vehicle but is used for employment.

▪ Employment Related Transitional Benefits

Employed jobseekers may receive employment related transitional benefits necessary for maintaining or obtaining employment. Benefits are available as follows:

1. Background Check/Fingerprints – may be provided based on employer's documented request, or a requirement to obtain a particular job. Background checks are conducted by the local court system and are limited to \$75 annually.

2. Tools – may be issued in conjunction with an ITA to employed jobseekers, or to employed jobseekers who enroll in training independent of ABRWB. The limit on tools when issued for employment or to jobseekers who enroll in training independent of ABRWB is \$75 annually, and must be procured by a written itemized estimate and statement of need by the employer or the training agent.

Tools may be approved, by a supervisor, when required for a jobseeker who has completed training in order to start/retain employment. The employer must complete the Tools Request form that identifies the tools required. The jobseeker must obtain at least two price lists (quotes) for the tools and must actually be hired/working before tools can be purchased. Tools must be requested within 45 days from start of employment. Tool reimbursements required for employment are limited to \$500.

3. Credential Validation and Translation Fees – may be provided when the jobseeker has a foreign degree that needs to be evaluated for purposes of determining equivalency to United States schooling; or to translate a foreign degree into an English document, and must be required in order for the jobseeker to obtain employment. The jobseeker must provide a copy of the foreign degree in order to substantiate the request. This transitional benefit is limited to \$150.

4. Occupational License – a renewal notice or initial application is required; and there is a \$250 annual limit for this support service.

5. Clothing/Uniforms – may be issued in conjunction with an ITA to employed jobseekers, or to employed jobseekers who enroll in training independent of ABRWB. The limit on uniforms when issued for employment, or to jobseekers who enroll in training is \$100 annually, and must be procured by a written itemized estimate and statement of need by the employer or the training agent.

Jobseekers may receive a voucher or gift card for interview/work clothing for up to \$50 to purchase clothing items from one of the local community service organizations (such as Goodwill or Salvation Army) or from the gift card merchant. The receipt must be returned to the career counselor. Jobseekers requiring uniforms/scrubs that cannot be purchased using the gift voucher may receive a purchase order for up to \$100. This request must be made within 45 days of starting employment.

6. Work Permit – may be provided when the jobseeker needs to renew a work permit and is limited to \$150 per year. The jobseeker must provide a copy of the expired work permit, application and list of fees in order to substantiate the request.

7. Physical Exam/Drug Test – may be provided when required to obtain or maintain employment. The jobseeker must provide documented proof of need for the physical exam or drug test in order to obtain or sustain employment. This service is limited to \$100 annually.

8. Dental work - may be provided in order to gain employment for jobs having face-to-face jobseeker interactions. The request must be for assistance not covered by Medicaid. This service is limited to \$500 per jobseeker.

9. Expunge and Seal of Criminal Records - residents of the State of Florida may have one record either expunged or sealed once in a lifetime. An exception to the once in a lifetime limit is permissible only in cases where adjudication was withheld. After the case where adjudication was withheld is sealed for 10 years, the record can be expunged. The jobseeker shall be deemed ineligible for an expunge or seal if they have had a previous expunge or seal or have a previous charge(s) in another county. Jobseekers who have criminal convictions outside the State of Florida, must request to have the records expunged or sealed through the criminal justice agencies in those states. Some examples of crimes that can be expunged or sealed include theft, shoplifting, vandalism, possession of small amount of controlled substances, and criminal mischief.

The required proof to justify a need and payment for this service include:

1. A completed FDLE Application for certification of eligibility
2. A copy of the charges signed and sealed by a deputy of the clerk of the courts
3. A fingerprint card showing the Dept. of Law Enforcement as the originator.

10. Books and school supplies - may be issued in conjunction with an ITA to employed jobseekers, or to employed jobseekers who enroll in training independent of ABRWB. The limit on books and school supplies when issued to jobseekers who enroll in training independent of ABRWB shall be \$250 annually, and must be procured by a written itemized estimate of the cost.

11. Personal and Family Counseling and Therapy - counseling may be provided to jobseekers who have a personal or family problem or problems caused by substance abuse that is a barrier to employment requirements. Jobseekers who have a personal or family problems caused by substance abuse may be referred to DCF.

- Transitional Medical Benefits

A family that is no longer eligible for TCA due to earnings may qualify for transitional Medicaid. Transitional Medicaid consists of two six- month periods. To be eligible for the first 6 months the family must be ineligible for TCA based on the initial or increased receipt of earned income. Medicaid will be denied during the first six (6) month period if the family does not include a dependent child, or no longer resides in the State of Florida. Medicaid will be denied during the second six (6) month period if the family's average gross monthly earnings during the preceding month exceed 185 percent of the federal poverty level. The Department of Children and Families is responsible for authorizing and providing transitional Medicaid.

## **PROCESS**

Prior to processing requests for services, the career counselor must obtain a completed Request for Services form from the jobseeker. Once the service request has been processed, a Status of Request for Support Services must be completed and presented to the jobseeker. A copy of completed forms must be placed in the jobseeker's case file and a copy must be presented to the jobseeker.

### **A. Processing Transitional Childcare**

1. When case closure "To Do" (excludes sanction To Do's) is received in OSST, schedule and conduct a TCC eligibility interview with the jobseeker as follows:
  - a. Review the FLORIDA AFEI and AWAA screens to determine the reason for the case closure, and the jobseeker's cash assistance history (IQCH screen) to determine the last month of receipt of TCA.
  - b. Establish the 24-month TCC eligibility timeframe after the jobseeker stopped receiving TCA.
  - c. Determine if the jobseeker is below 200% of the FPL by completing the Eligibility Form for TANF Funded Services form.
2. If the jobseeker is eligible for TCC authorize services as follows:
  - a. Complete the Child Care Authorization and Referral form:

***Note: Please refer to the back of the form for instructions on completing the entire form***

- i. In Section B Eligibility, check:

- Non-Assistance
  - Transitional
  - TCC
  - Purpose of Care: Employment
- ii. In Section B enter the TCC Begin Date: This date is the first day of the month after the TCA case closure. Also enter the TCC end date. This date is two (2) years from the TCC begin date.
  - iii. In Section C write the number of hours required for childcare including one (1) hour of travel each way, per workday for transportation time.
- b. Contact the childcare coordinating agency and schedule an appointment.
  - c. Inform the jobseeker of the scheduled interview date and responsibility to provide the childcare coordinating agency with copies or proof of the following documents:
    - Child(ren)'s birth certificates;
    - Social security numbers/cards for each family member;
    - Child(ren)'s current immunization records;
    - Proof of Income: Child support, paycheck stubs (salary) consisting of the most recent six (6) weeks or verification letter from employer.
  - d. Provide the jobseeker with the original [Child Care Authorization and Referral](#) form and one (1) copy to present to the coordinating agency. One (1) copy must be retained in jobseeker's file.
  - e. Update the OSST Skill Development Screen by adding the childcare service:
    - List the provider of services as the childcare coordinating agency.
    - Enter the services is TCC.
    - Enter the anticipated begin date.
    - Enter "zero" cost as there is no cost to the service provider for the childcare.
3. When the jobseeker reports to the childcare coordinating agency for the interview, the caseworker arranges child care placement, determines the parent fee for care, and enrolls the child(ren) in a childcare center.
  4. If the jobseeker does not meet the eligibility criteria, complete the [Status of Request for Support Services](#) form and give the original to the jobseeker.

## **B. Processing TED Childcare**

1. When a jobseeker who is enrolled in TED requests childcare, schedule and conduct an eligibility interview with the jobseeker as follows:
  - a. Review the OSST Skill Development screen to verify that the jobseeker is enrolled in transitional education. If the jobseeker enrolls in training independent of ABRWB, obtain documented proof of enrollment.
  - b. Review the jobseeker's cash assistance history (FLORIDA IQCH screen) to determine the last month of receipt of TCA
  - c. Establish the 24-month TCC eligibility timeframe after the jobseeker stopped receiving TCA.
  - d. Determine if the jobseeker is below 200% of the FPL by completing the [Eligibility Form for TANF Funded Services](#) form.

2. If the jobseeker is eligible for TED childcare, authorize childcare services as follows:

- a. Complete the [Child Care Authorization and Referral](#) form, authorizing an initial period of childcare (not to exceed six months).

**Note: Please refer to the back of the form for instructions on completing the entire form**

- i. In Section B Eligibility, check:
    - Non-Assistance
    - Transitional
    - Transitional Education & Training
    - Purpose of Care: Education Activity
  - ii. In Section B enter the TCC Begin Date: This date is the first day of the month after the TCA case closure. Also enter the TCC end date. This date is two (2) years from the date that the jobseeker became eligible for TCC.
  - iii. In Section C write the number of hours required for childcare while the jobseeker is in class one (1) hour of travel each way, per day in class, for transportation time.
- b. Contact the childcare coordinating agency and schedule an appointment.
  - c. Inform the jobseeker of the scheduled interview date and responsibility to provide the childcare coordinating agency with copies or proof of the following documents:
    - Child(ren)'s birth certificates;
    - Social security numbers or cards for each family member;
    - Child(ren)'s current immunization records;
    - Proof of Income: Child support, paycheck stubs (salary) consisting of the most recent six (6) weeks or verification letter from employer.
    - OSST Case at Glance screen print
  - d. Provide the jobseeker with the original [Child Care Authorization and Referral form](#) and one (1) copy to present to the childcare coordinating agency. One (1) copy must be retained in jobseeker's file.
  - e. Update the OSST Skill Development screen to document provision of TED childcare:
    - List the provider of services as the childcare coordinating agency.
    - Enter the services as TCC.
    - Enter the anticipated begin date.
    - Enter "zero" cost as there is no cost to the service provider for the childcare.

3. If the jobseeker does not meet the eligibility criteria, complete the [Status of Request for Support Services](#) form and give the original to the jobseeker.

### C. Processing Transitional Education

1. When the jobseeker requests training services:
  - a. Determine the case closure reason (review the FLORIDA AFEI and AWAA screens) and the jobseeker's cash assistance history (IQCH screen) to determine the last month of receipt of TCA
  - b. Establish the 24-month transitional education eligibility timeframe after the jobseeker stopped receiving TCA.

- c. Determine if the jobseeker is below 200% of the FPL by completing the [Eligibility Form for TANF Funded Services](#) form.
2. Once eligibility has been established determine the course of study in which the jobseeker will enroll and:
  - a. Ensure that the jobseeker has applied for PELL grant and other financial aid. All applications/documentation must be retained in jobseeker's file.
  - b. Ensure that the required assessment has been completed. All assessments must be retained in jobseeker's file.
  - c. Budget all of the training related costs in client's file
  - d. Ensure that jobseeker registers with the school or training agent
3. Generate and issue a training voucher for the approved course of study for the current or following term, as appropriate.
4. Update the OSST Skill Development screen to document enrollment in TED.
5. Track the jobseeker's progress once the voucher has been issued to insure satisfactory progress. This requires that the career counselor make monthly phone contacts and obtain written progress reports as issued by the training provider.
6. If the jobseeker is not eligible for TED, complete a [Status of Request for Support Services](#) form and provide the original to the jobseeker. One (1) copy must be retained in jobseeker's file.

#### **D. Processing Transitional Transportation**

##### **Bus Passes and Gas Cards**

1. When an employment-related case closure "To Do" is received in OSST and the jobseeker is receiving Gas Cards or Bus Passes, and continues to require these services after gaining employment, conduct an eligibility interview to:
  - a. Determine the case closure reason (review the FLORIDA AFEI and AWAA screens) and the jobseeker's cash assistance history (IQCH screen) to determine the last month of receipt of TCA.
  - b. Establish the 24-month transitional transportation eligibility timeframe after the jobseeker stopped receiving TCA.
  - c. Determine if the jobseeker is below 200% of the FPL by completing the [Eligibility Form for TANF Funded Services](#) form.
2. When eligibility has been established, the amount of gas cards to be issued must be determined for jobseeker's who own a vehicle:
  - a. Access <http://www.mapquest.com> online, using the jobseeker's home address as the point of origin to determine the number of monthly miles the jobseeker travels from the home to daycare and from the daycare to the work site.
  - b. Prepare a [Gas Card Allowance Worksheet](#) to document monthly mileage as justification for gas card allowance.
  - c. Obtain the jobseeker's signature on the completed [Gas Card Allowance Worksheet](#).

- d. Attach a copy of the Map Quest mileage to the [Gas Card Allowance Worksheet](#) and place in the jobseeker's case file.
3. Create or modify the budget in jobseeker's file for Gas Cards or Bus Passes for the duration of current program year, and issue service.
4. Update the OSST Skill Development and Case Notes to document transitional transportation service and the monthly allowance.
5. Complete a new [Gas Card Allowance Worksheet](#) whenever a change takes place with the jobseeker that would affect the total mileage; otherwise, the amount determined through the use of the worksheet will be the monthly gas card allowance.
6. If the jobseeker is not eligible for transitional transportation, complete a [Status of Request for Support Services](#) form and provide the original to the jobseeker.

### **Automobile Repair and Insurance**

1. If the jobseeker requests automobile repair or insurance, conduct an eligibility interview to:
  - a. Determine the case closure reason (review the FLORIDA AFEI and AWAA screens) and the jobseeker's cash assistance history (IQCH screen) to determine the last month of receipt of TCA.
  - b. Establish the 24-month transitional transportation eligibility timeframe after the jobseeker stopped receiving TCA.
  - c. Determine if jobseeker has been provided the same service within the last 24 months by reviewing the OSST and the jobseeker's file.
  - d. Determine if the jobseeker is below 200% of the FPL by completing the [Eligibility Form for TANF Funded Services](#) form.
2. When eligibility has been established:
  - a. Obtain all required documentation from jobseeker (i.e., proof of employment, vehicle registration, vendor quote, etc.).
  - b. Create or modify budget in jobseeker's file for auto repair or auto insurance, and issue a voucher for repairs or check request for insurance.
  - c. Update OSST Skill Development and Case Notes to document provision of service.
3. If the jobseeker is not eligible for services, complete a [Status of Request for Support Services](#) form and provide the original to the jobseeker.

### **E. Processing Employment Related Transitional Benefits**

1. When an employed jobseeker requests employment related transitional benefits, conduct an eligibility interview to:
  - a. Determine the case closure reason (review the FLORIDA AFEI and AWAA screens) and the jobseeker's cash assistance history (IQCH screen) to determine the last month of receipt of TCA.
  - b. Establish the 24-month employment related transitional benefits eligibility timeframe after the jobseeker stopped receiving TCA.

- c. Determine if the jobseeker is below 200% of the FPL by completing the [Eligibility Form for TANF Funded Services](#) form.
2. When eligibility has been established:
  - a. Obtain all required documents (i.e., vendor quotes, documented proof of need, etc.).
  - b. Create or modify budget in client's file, generate and issue support service voucher or check request.
  - c. Update the OSST Skill Development and Case Notes to document provision of services.
3. If the jobseeker is not eligible for employment related transitional benefits, complete a [Status of Request for Support Services](#) form and provide the original to the jobseeker.

# Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks

## GAS CARD ALLOWANCE WORK SITE DESTINATION(S) WORKSHEET

MONTH: \_\_\_\_\_

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**Jobseeker Name:** \_\_\_\_\_ **SSN** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Jobseeker Address:** \_\_\_\_\_

Jobseeker's home address is to be used as the point of origin

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

Work Site Address: \_\_\_\_\_ Date Reported \_\_\_\_/\_\_\_\_/\_\_\_\_ Total Miles \_\_\_\_\_

**TOTAL MONTHLY WORKSITE MILES** \_\_\_\_\_

Jobseeker's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks

## GAS CARD ALLOWANCE WORKSHEET

Start Date: \_\_\_\_\_

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**Jobseeker Name:** \_\_\_\_\_ **SSN** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Jobseeker Address:** \_\_\_\_\_

Job seeker's home address is to be used as the point of origin

Day Care Address: \_\_\_\_\_ Miles \_\_\_\_\_ X \_\_\_\_\_ #Monthly Trips = \_\_\_\_\_ Total Miles

Child's School Address: \_\_\_\_\_ Miles \_\_\_\_\_ X \_\_\_\_\_ #Monthly Trips = \_\_\_\_\_ Total Miles

Employer Address: \_\_\_\_\_ Miles \_\_\_\_\_ X \_\_\_\_\_ #Monthly Trips = \_\_\_\_\_ Total Miles

Work Activity Address: \_\_\_\_\_ Miles \_\_\_\_\_ X \_\_\_\_\_ #Monthly Trips = \_\_\_\_\_ Total Miles

One Stop Center Address: \_\_\_\_\_ Miles \_\_\_\_\_ X \_\_\_\_\_ #Monthly Trips = \_\_\_\_\_ Total Miles

**TOTAL MONTHLY MILES** \_\_\_\_\_

**Total Monthly Miles** \_\_\_\_\_ X **.15 = \$** \_\_\_\_\_ **Monthly Gas Card Allowance**

(Not to exceed \$50.00 per Month)

Jobseeker's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks

## WELFARE TRANSITION EXIT INTERVIEW CHECKLIST

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Instructions: Please read & initial each section to indicate that you have read and understood the statement.

- \_\_\_\_\_ I understand that I may be eligible for Transitional Benefits, only if I exit the program with employment, or if I chose to accept a Cash Severance, or accept an Up-Front Diversion instead of temporary cash assistance.
- \_\_\_\_\_ I understand that I may be provided with Transitional Benefits only while I am employed.
- \_\_\_\_\_ I understand that I may be provided with Transitional Benefits only if my income remains below 200% of the Federal Poverty Level.
- \_\_\_\_\_ I understand that I may be provided with Transitional Benefits for a maximum of up to two (2) years after my Temporary Cash Assistance (TCA) has been closed, or after I am no longer eligible for TCA.
- \_\_\_\_\_ I understand that Transitional Transportation, Transitional Education, Employment Related Support Services, or Transitional Childcare (TCC) are not an entitlement and may only be provided based upon availability of funding.
- \_\_\_\_\_ I understand that I may apply for TCC either with the Department of Children and Families or my Welfare Transition Career Counselor.
- \_\_\_\_\_ I understand that Transitional Medicaid may be available after employment if my TCA grant is terminated and that I can obtain this benefit through the Department of Children and Families without re-application.

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### Transitional Services

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#### Transitional Transportation

- Bus pass
- Gas card (up to \$50 monthly)
- Vehicle Repairs - limited to \$300
- Liability Insurance – limited to \$300

available for up to one year after TCA has ended.

#### Transitional Childcare

Childcare services while you are working or in school while working.

#### Transitional Education and Training

Includes tuition and other support services that are necessary for the training. Available for up to two years after TCA has ended.

#### Employment Related Support Services

May include Tools, Uniforms, Occupational Licenses, Background Checks, Drug Tests/Physical Exams.

#### Transitional Medicaid

Medicaid (Offered through the Department of Children and Families) Duration: May be

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Jobseeker's Name	Jobseeker's Signature	Date
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Career Counselor's Name	Career Counselor's Signature	Date
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# Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks

## JOBSEEKER REQUEST FOR SERVICES

When making a request for services you must complete this form and turn it in to a career counselor or center staff. You will receive a copy of the completed form. Please present your copy of this form when making inquiries as to the status of your request. Once the request is processed you will receive notification, in writing, of approval or denial of your request.

**Note:** This application is required to request services. It does not guarantee that your request for services will be approved. These services may be provided to enable you to comply with program activities, based upon eligibility determination and the availability of funds.

NAME (Last, First) _____	SS# _____ / _____ / _____	DATE OF REQUEST ____/____/____
CAREER Counselor NAME _____ PROGRAM ENROLLED: WELFARE TRANSITION __WIA__ADULT__DISLOCATED__NONE__		

### **EXPEDITED SERVICE**

Is this request for service(s) due to an emergency?  No,  Yes, if yes explain emergency:

TYPE OF SERVICE REQUESTED											
	Automobile Liability Insurance		Transit Passes/Tokens		Diversion Services – Cash Severance		Drug Test/Physical Exam		Hardship Extension		Tools
	Automobile Repair		Childcare		Diversion Services – Relocation		Emergency Housing		Notarization		Training/Tuition, School Lab Fees
	Background Check		Clothing		Diversion Services – Upfront Diversion		Expunge and Seal		Occupational License		Uniform
	Books and School Supplies		Credential Validation and Translations		Gas Cards/Transit Vouchers		Work Permit	Other: Please explain			

Place an "X" in the box next to the type of Service you are requesting.

Explain why Service Is Needed: *Example: I need to purchase uniforms and shoes to begin my new job on mm/dd/yyyy.*

Please enclose copies of any documents which supports your request for services: (eviction notice, job offer letter etc.)

Jobseeker  
Telephone Number

Jobseeker  
Address

Jobseeker Signature

Date

One-Stop  
Staff Name/Job Title

Date  
Received

# Alachua/Bradford Regional Workforce Board d/b/a FloridaWorks

## Status of Request for Support Services

One Stop Career Center/Service Provider: \_\_\_\_\_

Jobseeker Name: \_\_\_\_\_

SS# \_\_\_\_\_ Date: \_\_\_\_\_

Only the items marked with an "X" apply to you. The action checked below is being taken in accordance with the ABRWB Workforce Support Services policy.

I. Your application for support service is **PENDING**:

You are required to return the following documents before a decision is made regarding approval: \_\_\_\_\_

The information must be returned by \_\_\_\_\_

**Failure to return the requested information by the required time will result in a denial of your request for support service. You must notify your career counselor before the above date if you need an extension of the deadline date.**

II.  Your request for support services has been **APPROVED**:

The amount of \$\_\_\_\_\_ will be paid for \_\_\_\_\_.

As of this date, you have used \$\_\_\_\_\_, and have \$\_\_\_\_\_ remaining until the month of \_\_\_\_\_ 200\_.

III.  Your request for support services has been **DENIED** for the reason(s) indicated below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If you have any questions regarding this decision, please contact me at ( ) \_\_\_\_\_

\_\_\_\_\_  
Career Counselor

\_\_\_\_\_  
Supervisor

Notice to Jobseekers:

*If you are not satisfied with a decision made in regards to support service, you should speak with the career counselor and/or Center Director.*