

# Skill Up Los Angeles

CalFresh Employment & Training Onboarding: Support Services

# TODAY'S AGENDA

Topic	Details
Welcome	Hello & Introductions
Skill Up LA Overview	Review Time!
Services	Components, Case Management & Support Services
Mechanics	Documentation, Requirements & Job Retention

# Welcome & Introductions

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- **Program Administration**
  - Name, Organization, Role
- **Technical Assistance & Trainers**
  - Name, Organization, Role
- **Partner Attendees**
  - Name, Organization, Role
  - Experience or background if you'd like to share



# Skill Up Los Angeles: Services ReCap

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Services provided under Skill Up Los Angeles are grouped into “**components**”. These services you are, and always have been, providing to your participants.

- 1 Orientation
- 2 Education
- 3 Supervised Job Search
- 4 Work Experience
- 5 Self Employment Training
- 6 Job Retention

# Services: Embedded Within Components

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## Case Management

All Skill Up participants **must receive case management** services as part of the program. Case management may **include comprehensive intake assessments, employability assessments, individualized service plans, progress monitoring, and coordination with other service providers.** The purpose of case management services is to guide a participant toward appropriate components and activities based on the participant's needs and interests, and provide activities/ resources that help the participant achieve program goals.



# Services: Embedded Within Components

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## Case Management Documentation

Case notes regarding case management and client progress must be completed monthly at **minimum**. The first case note should include enrollment confirmation, individual service plan, how barriers will be addressed and employment goal. The second month's case note should document progress, barrier reduction methods, support services distributed and overall client progress. If participant is not progressing, attending, or meeting with assigned staff, this should be documented.



# Services: Embedded Within Components

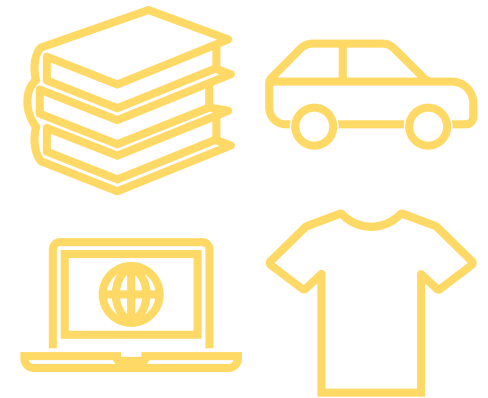
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## Case Management




All Skill Up participants **must receive case management** services as part of the program. This includes direct support services given to participants.

## Support Services Under Case Management

- Dependent Care
- Transportation
- Ancillary (everything else)
  - Clothing & Tools
  - Identification
  - Housing
  - Digital Technology
  - Hygiene Supplies
  - Personal Protective Equipment
  - Textbooks, Training Materials
  - Minor Car Repair






# SULA: Support Service Examples

Type	Description	Limit	Notes
 <b>Emergency Housing</b>	Housing assistance provided to participants to remain engaged in the program.	Up to two months per program year, per participant	Rental costs only, no mortgage fees, etc.
 <b>Transportation</b>	Includes <b>gas cards, mileage reimbursement, bus passes, Uber/Lyft</b> when safety is a concern or other options are scarce	Internal policy consideration Request DEO/DPSS approval for car repairs	<ul style="list-style-type: none"> <li>• Tabs, car payments, insurance or extensive repairs <b>not allowed</b>.</li> <li>• Must verify vehicle is registered to participant</li> <li>• Regular Maintenance not reimbursable</li> </ul>
 <b>Clothing and Tools</b>	Participants may receive assistance with clothing and tools if necessary for training, work experience, interviewing, etc	Internal policy consideration	Clothing and tools to maintain employment may be also allowed for up to 90 days following employment

# SULA: Ancillary Support Service Examples

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Type	Description	Limit	Notes
 <b>Digital Technology</b> 	Typically includes device, internet/hotspot/headset + other accessories if required by the program	Internal policy consideration	This could be included in your program costs admin line* Internet assistance cannot include cable
<b>Personal Hygiene</b> 	Items such as shampoo, conditioner, haircuts and color correction, soap, deodorant, razor are most common	Reasonable and necessary Internal policy consideration	Personal hygiene products and services necessary to meet the appearance standards of a provider or prospective employer.

# SULA: Support Service Examples

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Type	Description	Limit	Notes
<b>Dependent Care</b>	Dependent care required for duration of program participation.	<ul style="list-style-type: none"><li>• Dependent care can be billed up to the actual cost of the dependent care or the Regional Market Rate, whichever is lowest</li><li>• Verification of cost and participant's need for dependent care is required prior to the issuance of the supportive service. Verification must include the name and address of the dependent care provider, cost, and the hours of service.</li></ul>	<ul style="list-style-type: none"><li>• The payment rates for childcare are established in accordance with the Child Care and Development Block Grant provisions and are based on the Regional Market Rate Survey. More information on childcare payment rates is located on the <a href="#">CDSS Child Care and Development Fund State Plan</a> and <a href="#">CDSS E&amp;T Handbook</a></li></ul>

# Support Services Documentation Requirements

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## Each Instance:

- ✓ Invoice or original bill
- ✓ Justification
  - ✓ Includes why this services is necessary and which training/component they're in
  - ✓ Includes they are not receiving this support elsewhere in the given month
- ✓ Participant signature acknowledging they received service & dated
- ✓ **Receipt** that it was paid for
- ✓ Case note in file (justification can be part of this note)

## Bulk Purchases:

If purchasing in bulk (gas cards, bus tickets, hygiene items, etc) you must keep a record of the bulk purchase and distribution to SULA/ Non-SULA participants.

Example: Organization purchased 100 \$50 gas cards in October.

- Keep this purchase record
- Each card has a unique ID or number and tracked them as follows:
- 10/12/2023: 1-10 given to (named) 5 SULA participants
- 10/19/2023: 11-15 to (named) 2 non SULA participants

# Support Services Documentation Requirements

A case note should always accompany support services issuances. The note can include justification and serve as a summary, kept in client hard or electronic file.



To be reimbursed for any supportive services, these items must be in your organizations approved Skill Up Los Angeles budget and narrative. For example, to charge digital supports under the Ancillary category, you must have had specified this in both the budget workbook in terms of funding amount, and listed in tab C with all relevant columns filled out.

**Table I: Participant Reimbursements**

Provider Name	Component	Participant Reimbursement Category	Item	Participant Reimbursement Caps (Optional)	Paid With E&T Funds	Method of Disbursement (In advance or Reimbursement)	Method of Disbursement (Actual Amount or Estimated Amount)
Example: CWD	Job Retention	Transportation	Example: Bus Pass	\$20.00 per week	Yes	In advance	Actual amount
Example: Goodwill	Job Retention Supervised Job Search	Ancillary	Example: Clothing	\$50.00 per year	No	Reimbursement	Estimated amount

# SULA: Support Services Documentation

A case note should always accompany support services issuances. The note can include justification and serve as a summary, kept in client hard or electronic file.

Type	Documents Needed	Notes
 <b>Transportation</b>	<p>Gas/ Gas Cards:</p> <ul style="list-style-type: none"><li>• Invoice of bulk purchase if relevant</li><li>• receipt showing only gas was purchased and all funds</li></ul> <p>Ride Share (Uber/Lyft)</p> <ul style="list-style-type: none"><li>• receipt showing rideshare trip &amp; participant name</li><li>• justification case note including reason for trip related to SULA program or related to employment</li><li>• client signature</li></ul>	<p>Other support includes:</p> <ul style="list-style-type: none"><li>• minor car repair</li><li>• bus passes</li><li>• bus tickets</li></ul> <p>Think about: receipt policy</p>
 <b>Housing</b>	<ul style="list-style-type: none"><li>• lease agreement- must show monthly breakdown<ul style="list-style-type: none"><li>• cannot include pet rent, parking, etc</li><li>• does this include utilities?</li></ul></li><li>• Justification case note</li><li>• client signature</li><li>• receipt (from landlord or online payment system)</li></ul>	<p>Internal policy should cover exception to the rules, if deposit will be covered or not, paying individual landlords, and what is acceptable for lease agreements.</p>

# SULA: Support Services & Job Retention

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## **Job Retention**

Provides case management and supportive services to participants for a minimum of 30 days and a maximum of 90 days after employment is secured.

- Participants who were enrolled in Skill Up prior to obtaining new or improved employment are eligible for job retention services
- Job Retention is provided for a minimum of 30 days, for up to 90 days
- Supportive services may include
  - transportation
  - childcare
  - ancillary items such as uniforms and tools

# Skill Up Los Angeles: Resources

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## Best Practices/ Think about:

- Hygiene supplies- are you able to let participants choose items?
- Rental support- landlords must receive Form 1040 which is counted as rental income.
  - What is an acceptable lease agreement?
  - What if multiple adults are on the lease and client is requesting full month support?
  - Exception to the rule policy
- Digital Technology- lost/stolen/broken replacement policy for devices
  - If a hotspot is issued and there are data caps- keep an eye on this if possible
- What \$\$ limits make sense- categorically/annually? What do other funding streams allow?
- Keep check stubs
- What is your approval process
- Think about: internal controls so duplicative services aren't charged more than once
- What is your reconciliation process? (We have a tool!)



# Skill Up Los Angeles: Resources



## Missing Receipt/ Misuse of Funds

- If a missing receipt is not returned at next meeting, additional services may not be dispersed to client. If the client returns the receipt at a later check-in, the client can resume receiving support
- If no receipt is returned, documentation is needed to specify circumstances. Client may not be able to receive additional funds should this reoccur. This is evaluated by Program Manager and Case Manager on case-by-case basis
- If the receipt shows misuse of funds, the client will be given one additional opportunity .Should this occur again, client may be permanently barred from receiving funds.



## Client declaration and signature:

- I received the above issuance(s).
- I have not received the same type of assistance in the current month from any other organization
- I can only use the assistance provided (including gift cards) for work or training related purposes as described above.
- I will return the receipt(s) for all fuel, gift card, and other services as required



# Questions?