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**DENISE LEE**  
Interim Executive Director

325 Del Paso Blvd., Suite 100  
Sacramento, CA 95815

Main Office  
(916) 263-3800

Head Start  
(916) 263-3804

Website: <http://www.seta.net>

**DATE:** December 14, 2021  
**TO:** Sacramento Works Job Center (SWAJCC) Staff and  
CSBG Delegate Agencies  
**FROM:** Denise T. Lee, Interim Executive Director   
**SUBJECT:** CSBG Supportive Services  
**Directive Update #1**

**Purpose:** This directive defines policies and procedures for services in which Community Services Block Grant (CSBG) funding provides supportive services, through Sacramento Works America’s Job Centers of California (SWAJCC) to low-income residents of Sacramento County, with the intent of promoting and sustaining household self-sufficiency. The directive focuses on CSBG services provided at SWAJCCs, rather than at delegate agency sites. The current directive update includes procedures for processing services with CSBG staff, for the purpose of CSBG eligibility and records; an expansion of the support services available via check to include mortgage principal, child/dependent care assistance, and miscellaneous assistance with SETA manager approval; a limit on support services via check to a customer’s demonstrable need; and a pre-approval requirement for SMUD vendor payments.

**Eligibility:** Standard CSBG guidelines for California state that households eligible for CSBG services are those whose household income, before taxes, falls at or below federal poverty income guidelines; for households receiving TANF or CalWORKS cash aid, those whose income falls at or below 125% of Federal Poverty Income Guidelines (FPIG). The current year’s FPIG is to be used when determining income eligibility for a household; the 2020 FPIG is attached to this directive and marked **Attachment A**.

**Policy:** For the direct provision of CSBG services by SWAJCCs, supportive services refers to utilities assistance, eviction avoidance assistance, and scrip cards issued to meet specific basic needs which interfere with the household’s ability to maintain self-sufficiency.

**The amount per household that may be obligated for supportive services is up to \$1,000 per calendar year, subject to exceptions due to extraordinary circumstances. After \$1,000 in supportive services has been provided, an additional amount may be obligated with the express written approval of the Workforce Development Manager overseeing CSBG services, or the Workforce Development Deputy Director. An emailed or faxed signed approval is acceptable. Supportive Services can be scrip or cash assistance, or a combination of both, where need is shown and justification is documented.**

There are three forms of supportive services:

1. Supportive Services via check, which is typically for Rental Assistance, mortgage principal, child/dependent care assistance and miscellaneous assistance (Needs SETA manager approval);
2. Scrip, which may be used to assist with transportation (bus passes/gas), food, diapers, clothing, work tools, or hygiene items;
3. Direct payment to the vendor, which is limited to SMUD.

### **Process:**

1. When a customer contacts the SWAJCC for CSBG supportive services, a staff member who has been trained in the CSBG intake process completes the **Intake Form A/B (Attachment B)** with input from the customer and collects documentation on the household's income. If the customer has no income, or if independent documentation of income is not available, a **Self-Attestation Form (Attachment C)** is completed. For customers who are enrolled in a case-managed CSBG program, this process may already have been completed at the time of request.
2. The staff member assesses the customer's need for services, both immediately and for the longer term, to determine which available supportive services may benefit the customer. Only the amount of need is reimbursed. For example, if a customer has a \$200 deficit and his/her rent is \$1,000, the reimbursement would be \$200.

### **Services Provided:**

1. **Supportive Service for Rental Assistance:** Prior to service provision, staff should work with customers to **research and access alternative sources** of housing, including rental assistance, housing application fees, and related rental costs. The SETA representative must be trained in the CSBG intake and eligibility process to ensure that the customer qualifies for services. This requires completion of CSBG Intake Forms A and B, and documentation of eligibility. The customer must have a **Rental Verification Form (Attachment D)**, attached hereto, completed and signed by the property owner/manager or their representative(s), reflecting the required amount of payment and due date. **Staff must verify the information on the Rental Verification Form, by contacting the rental agent or property owner. Please note that rental assistance is only provided as a reimbursement after rent has actually been paid to the rental agency or property owner.** Alternate or unusual living situations (e.g. renting from a relative; customer having the same address as property owner) must be explained in the comment section of the **Rental Verification Form**. If the customer's landlord has a **Payee Data Form (Attachment E)** and vendor number currently on file with the County, the landlord may be paid directly for unpaid rent. This funding cannot be used to pay fines or deposits. For

mortgage principal payment assistance, confirmation from the mortgage company or bank holding the loan must be submitted, which verifies the most recent month's mortgage payment. The confirmation or statement must include a breakdown of the payment between the principal, interest, and taxes. The maximum amount of rental or mortgage principal assistance is included with the total amount of supportive services funding available per household, which as mentioned above is \$1,000.

In instances where rent and utility amounts are combined, if possible, a breakdown should be provided. Payments cannot be made for late fees, interest, prior balances or penalties.

**Process for Submitting Forms to the SETA Workforce Development (CSBG Unit) and Fiscal Departments:** A complete "Request for Payment" packet should be submitted to the SWAJCC site supervisor, who will in turn approve the packet and submit it to the CSBG Unit for pre-approval with CSBG. Required information includes the following documents: CSBG Intake Forms A & B; Rental Verification Form; **Financial Needs Assessment Form (Attachment F)**; **Fiscal Transmittal Form - one per customer, please (Attachment G)**; **Financial Obligation Form/Request for Payment Form (Attachment H)**. Upon approval by CSBG Unit staff, the site supervisor forwards the packet to the Fiscal Department. Once the check is ready, the SWAJCC staff member meets with the customer to have him/her sign off on receipt of check. The SWAJCC staff member forwards to Fiscal the completed **SETA Fiscal Transmittal Form**, signed by the client verifying receipt of the check.

## 2. **Scrip/Bus Pass Supportive Services:**

**The maintenance, provision, and safeguarding of scrip allotted for the specific population will be the responsibility of the dispensing agent at the Job Center site. The scrip must be stored in a secure, locked location. Each responsible agent must develop a system of scrip custody and designate a custodian for the safekeeping of the scrip fund.**

Scrip supportive services may be provided, if necessary, to enable customers to meet basic needs such as food, transportation, diapers, and clothing; participate in career and training services; or access needed social/medical services. The use of gift cards purchased with CSBG funds is contingent on SWAJCC staff maintaining **original receipts** documenting gift-card purchases or reimbursements in the respective household's case file. Original, legible receipts are required as documentation and are to be submitted for all scrip and cash supportive services, with copies retained in the customers' files. Small or loose receipts should be attached to a full sheet of paper with the customer's name and full address.

### **Documentation Requirements for Scrip/Bus Passes:**

The need for scrip/bus pass supportive services, as with any other supportive service, must be justified and documented. All intake and eligibility documents for scrip/bus passes are submitted to the CSBG Unit at the end of each month in which service is provided. If the customer receives scrip or bus passes as the only form of supportive service and as a one-time interaction, justification and documentation may be written in the notes section of the customer's CSBG Intake Form. If the scrip or bus pass(es) are a part of a case-managed and continuing relationship with the customer, justification and documentation should also

be included as a case note in the customer's file. No receipt is required for the issuance of bus passes purchased with CSBG funds, but a customer signature is required on a Fiscal Transmission Form verifying receipt of the bus pass.

However, as discussed below, all scrip or bus pass distribution must be accompanied by the customer's signature confirming receipt of the relevant supportive service on a **SETA Fiscal Transmittal Form**.

**Scrip/Gas Card Supportive Services:**

Transportation assistance may also be provided in the form of gas cards to customers. Gas cards in \$25 increments are allowed for customers with automobiles; issuance is to be documented as described above. Customers can receive a maximum of \$100 per month, per scrip type, except in special circumstances, which will require the Workforce Development Manager or Deputy Director approval. Gas scrip will be documented with a **Customer Mileage Log** or original gas receipts and the **SETA Fiscal Transmittal Form** with customer signatures and the last four digits of the customer's Social Security Number.

**Work Clothing, Tools, Diapers, Hygiene Items, and Food:**

Each CSBG service provider is contracted to provide a specific set of supportive services, and it is not guaranteed that a given service provider will offer the requested service. Within the constraints of their contract, providers assess customer needs for work clothing, work tools, diapers, hygiene items, and food as a part of the intake process for CSBG services. SWAJCCs are able to offer scrip for work clothing, diapers, hygiene items, and food.

The cost of work clothing and tools required for training and/or employment can be reimbursed with Site Supervisor approval. Original receipts are required, as well as written verification of tools/supplies required by the training provider or employer and a **SETA Fiscal Transmittal Form** with customer signatures.

Original receipts detailing the approved items, from any retailer, can be exchanged for Safeway, Raley's/Bel-Air or Target scrip to reimburse for the cost of food, diapers, or hygiene items. It should be noted that the receipts must list purchases of the specific item(s) for which the reimbursement is sought, in the amount requested. **Receipts not listing specific items, or which include disallowed items such as alcohol or cigarettes in the minimum amount requested, cannot be accepted.**

**CASH SUPPORTIVE SERVICES GUIDE**

SERVICE TYPE	REQUIRED DOCUMENTS	LIMITS
<p><b>Rental Assistance, Mortgage Assistance, or Child/Dependent Care Assistance</b></p>	<p><b>Program Requirements:</b></p> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment</li> <li>• Original signed Rental or Child/Dependent Care Verification Form including customer's full address.</li> <li>• Original mortgage payment statement containing breakdown between mortgage principal, interest, and taxes.</li> <li>• Financial Obligation Form/Request for Payment Form verifying approval from the Job Center Supervisor and CSBG staff.</li> </ul> <p><b>Fiscal Requirements:</b></p> <ul style="list-style-type: none"> <li>• Financial Obligation Form/Request for Payment Form with associated and required document(s).</li> <li>• SETA Fiscal Transmittal Form.</li> </ul>	<p>\$1,000 maximum per customer per program year. Additional funds can be provided with Workforce Development Manager or Deputy Director approval.</p>
<p><b>Miscellaneous supportive services are for those enrolled in CARES Act CSBG Supplemental funded activities. Services include:</b></p> <p>Transportation (bus passes/gas), food, diapers, clothing, work tools, or hygiene items.</p>	<p><b>Program Requirements:</b></p> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment</li> <li>• Original receipts, original bills, invoices, written verification of requirements from training provider or employer</li> </ul> <p><b>Fiscal Requirements:</b></p> <ul style="list-style-type: none"> <li>• Financial Obligation Form/Request for Payment Form with associated and required document(s)</li> <li>• SETA Fiscal Transmittal Form</li> </ul> <p>SMUD Only: See Direct Payment to Vendors-SMUD section of this directive for procedures.</p>	<p>\$250 maximum per customer per program year, in any combination of the miscellaneous services listed here, as part of the overall annual per customer limit of \$1,000. Additional funds can be provided with Workforce Development Manager or Deputy Director approval.</p>

**SCRIP REMIBURSEMENTS**

<b>SERVICE TYPE</b>	<b>SCRIP TYPE</b>	<b>REQUIRED DOCUMENTS</b>	<b>LIMITS</b>
<b>Gas Cards</b>	Shell Safeway Raley's	<b>Program Requirements:</b> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment Form</li> <li>• Fiscal Requirements</li> <li>• Customer Mileage Log or original receipt(s) from any gas retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount</li> <li>• Customer signature on SETA Fiscal Transmittal Form</li> </ul>	<p>Scrip is in \$25.00 increments.</p> <p>Up to \$100 for transportation per month, as part of the overall annual per customer limit of \$1,000.</p> <p>All other service types determined by needs of customer with a maximum of \$250 per customer per year with an overall annual per customer limit of \$1,000.</p>
<b>Food</b>	Safeway Raley's Target	<b>Program Requirements:</b> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment Form</li> <li>• Fiscal Requirements</li> <li>• Original receipt(s) from any grocery retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount</li> <li>• Customer signature on SETA Fiscal Transmittal Form</li> </ul>	<p>With Supervisor and CSBG staff approval.</p>
<b>Work Clothing, Tools, Diapers, and Hygiene Items</b>	Safeway Raley's Target	<b>Program Requirements:</b> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment Form</li> <li>• Fiscal Requirements</li> <li>• Original receipt(s) from any grocery retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount</li> <li>• Customer signature on SETA Fiscal Transmittal Form</li> </ul>	

<b>SERVICE TYPE</b>	<b>REQUIRED DOCUMENTS</b>	<b>LIMITS</b>
<b>Bus Passes</b>	<b>Program Requirements:</b> <ul style="list-style-type: none"> <li>• CSBG Intake and Eligibility Documents</li> <li>• Financial Needs Assessment Form</li> <li>• Fiscal Requirements</li> <li>• Customer signature on SETA Fiscal Transmittal Form</li> </ul>	<p>Up to \$100 for transportation per month, as part of the overall annual per customer limit of \$1,000.</p>

## **Processes for Ordering and Replenishing Scrip and Bus Passes**

### **Initial Order of Scrip and Bus Passes:**

Each program year, the initial order of scrip and bus passes will require an approved **SETA Internal Requisition Form (Attachment I)**, for each type of scrip. The amount of scrip and bus passes to be ordered will depend on the estimated number of customers to be served in a one-month period, not to exceed \$200 per scrip card category, unless approved by the Workforce Development Manager. The initial supply of scrip will be accompanied by the **SETA Fiscal Transmittal Form** listing each scrip and bus pass by number. The value of scrip and bus passes ordered will be obligated from the ITA fund.

### **Replenishing Scrip and Bus Passes:**

Each subsequent order of scrip will require a separate **SETA Fiscal Requisition-SCRIP Replenishment Form (Attachment J)** for each type of scrip requested. Scrip replenishment orders cannot exceed the amount of the initial order at the beginning of the program year.

In order to replenish the scrip and bus passes, the prior **SETA Fiscal Transmittal Form(s)** must be returned by Job Center staff to the SETA Fiscal Department, along with required supporting documentation for the used scrip. The customer's signature and Social Security Number (last 4) is required on the **SETA Fiscal Transmittal Form**, acknowledging receipt of the scrip/bus pass. The staff giving the scrip to the customer must also initial and date when each scrip/bus pass was disbursed. The **SETA Fiscal Transmittal Form** must be fully completed, reviewed and signed by the SWAJCC Supervisor after review. Once accepted by the Fiscal Department, the total amount of the scrip/bus passes used will be deducted from the SWAJCC's ITA funds. When replenished, a new obligation will be entered for any additional scrip/bus passes issued.

All bus passes and scrip cards should be returned to the SETA Fiscal Department before June 30th for an annual inventory. Bus passes expire annually on June 30th and need to be exchanged before the expiration date. Unused scrip and bus passes will be de-obligated in the ITA fund. Newly issued scrip will be obligated to the ITA fund of the requesting SWAJCC. All scrip and bus passes not used by CSBG must be returned to Fiscal prior to winter break to ensure expenditures are properly allocated by the end of the CSBG fiscal year, or December 31 of each given year.

**The maintenance, provision, and safeguarding of scrip will be the responsibility of a designated staff member within the delegate agency, SWAJCC, or CSBG unit. The scrip must be stored in a secure, locked location. Each CSBG program or SWAJCC must develop a system of scrip custody and designate a custodian for the safekeeping of the scrip.**

### **3. Direct Payment to Vendor, Limited to SMUD**

#### **A. Process for Requesting SMUD Customer Credit with CSBG**

A process has been established with SMUD in which the Job Center Supervisors are authorized to commit or pledge funding on behalf of CSBG customers. Assistance

can only be provided after the customer is enrolled and approved for CSBG, and cannot pay for interest, late fees, penalties, reconnection fees, deposits, credits, or products.

Customers must first submit CSBG intake and eligibility documentation to Tatiana DeLeon or Connie Torres to ensure that they are eligible for CSBG services. They must submit a current SMUD bill, in their name, that includes their SMUD account number and the current amount due. SETA can pledge funding based on the current amount due, **rounded down** to the nearest dollar. Staff **must** first verify the information on the SMUD bill and also send the bill to SETA Fiscal by emailing to [SMUDpay@seta.net](mailto:SMUDpay@seta.net) before pledging any funding. SETA Fiscal will review and confirm the amount that is allowable to be pledged for credit to the customer's account.

Customers with a Budget Billing Plan set up on their SMUD account will be assisted with minimum charges. Customers with Electronic Funds Transfer (EFT) set up on their SMUD account must remove this method of payment prior to receiving SMUD assistance.

## **B. Process for Submitting documents for SMUD credit**

### **SMUD Obligation Request**

- Customers must submit a current **UNPAID** SMUD bill, in their name that includes their account number and current amount due.
- Staff and/or site supervisors will complete CSBG intake and eligibility documentation and send to Tatiana DeLeon at [Tatiana.Deleon@seta.net](mailto:Tatiana.Deleon@seta.net) with a copy of the SMUD bill and the **IEP Financial Assistance (Training/Supportive Services) TEMPLATE**, to ensure that the customer is eligible for services before the SMUD payment is processed.
- Staff will send SMUD bill to SETA Fiscal by email to [SMUDpay@seta.net](mailto:SMUDpay@seta.net) for review to approve the amount available for the pledge. The amount available will be rounded down to the nearest dollar so that the pledge is in whole dollars only (no cents).
- Site supervisors and SETA staff verify that customer has not exceeded the cap for CSBG or CSBG CARES Act job center supportive services. If the cap has been reached, a Workforce Manager's approval is required to proceed.
- Job Center Supervisor will enter the obligation into the ITA spreadsheet.

### **SMUD Payment Request**

- Review the obligation for accuracy.
- Verify available funding for the Job Center.
- Staff will ensure Workforce Manager's approval has been obtained if required.



- Job Center Supervisor will send an email with the customer's name and account number in the subject line to [agency@smud.org](mailto:agency@smud.org), using the **SMUD Pledge Template**. SETA Fiscal should be copied on the email request using [SMUDpay@seta.net](mailto:SMUDpay@seta.net). SETA CSBG unit staff should also be copied, at [Tatiana.DeLeon@seta.net](mailto:Tatiana.DeLeon@seta.net). **Note: Any correspondence between Staff and SMUD, including emails received from SMUD, should be immediately forwarded to [SMUDpay@seta.net](mailto:SMUDpay@seta.net).**
- Once SMUD credits the pledged amount to the customer's account, a confirmation email will be sent back to the Job Center Supervisor in a secure, password protected email. This email confirmation will need to be printed out and included with the 'Request for Payment' documents that are emailed to SETA Fiscal using [SMUDpay@seta.net](mailto:SMUDpay@seta.net).
- Documents that must be sent to SETA Fiscal include: a completed **Request for Payment Form**; SMUD bill with customer's name and account number; and the confirmation email from SMUD for the pledged amount.

## **SMUD PLEDGE TEMPLATE**

### **Instructions for Supervisors for SMUD Pledge:**

Email the **SMUD Pledge Template** to SMUD's email: [agency@smud.org](mailto:agency@smud.org) and to SETA Fiscal's email: [SMUDpay@seta.net](mailto:SMUDpay@seta.net).

SMUD will send a confirmation email including the pledged amount for SETA's records. **This email is confidential and password protected so cannot be read by others.** The confirmation email must be printed out and included with documentation sent to SETA Fiscal.

< see SMUD Pledge Template on next page >

**SMUD Pledge Template**  
(Supervisor Use Only)

Dear SMUD Representative:

SETA at the \_\_\_\_\_ **Job Center** would like to make a SMUD financial pledge for the following Sacramento Works customer:

- Customer Name:** *Enrolled Customer Only*
- Customer Address:** *Located on the SMUD bill*
- Account #:** *Located on the SMUD bill*
- Date of Commitment:** *Date you are submitting the Pledge*
- Amount Committed:** *Use only the current charges of the bill subtract any credits, **round down** to the nearest dollar. There needs to be a balance due on the customer account in order to Pledge.*
- Grant Code:** *Use the Grant Code in which funding will be used*
- SWJC/Site Supervisor:** *First and Last Name*

Please confirm this pledge via email to: [Site Supervisor's email address](#)

Contact Info for SMUD:

Agency Desk Rep.

Residential Assistance

6201 S Street, Mailstop A203, Sacramento, CA 95852-9908

916-732-7376 | fax.916-732-5695 | [agency@smud.org](mailto:agency@smud.org)