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DATE: November 20, 2020

TO: Sacramento Employment and Training Agency (SETA) Managers,
SETA- Funded WIOA Service Providers, Sacramento Works America’s Job
Center of California (SWAJCC) Site Supervisors, and Sacramento
Employment and Training Agency (SETA) Monitors

FROM: Kathy Kossick, Executive Director **KK**

SUBJECT: FINANCIAL ASSISTANCE AWARD DIRECTIVE (WDD 20-1), Revision #1

Purpose:

This directive defines policies and procedures for services in which the Workforce Innovation and Opportunity Act (WIOA) awards provide enrolled customers funds for training, supportive services or incentives. These policies and procedures consolidate in a single directive, financial assistance information in an organized and consistent manner. In this directive, the term “Job Center” will refer to Sacramento Works America’s Job Center of California (SWAJCC). The **Financial Assistance Guides**, listed at the end of each section, summarize the types of financial assistance available, the required documentation, and financial limitations imposed for easy reference. In addition, this policy is intended to integrate the provisions of the federal Electronic Signatures in Global and National Commerce Act (E-SIGN Act) and the California Uniform Electronic Transaction Act (CUETA) which provide that a record or signature may not be denied legal effect or enforceability because it is in electronic form.

Consistent with the CUETA, this directive authorizes the use of electronic signatures, including typed signatures, copies of handwritten signatures, and/or other signature equivalents, on all applications, forms and other documents. In addition, this directive authorizes and encourages the use of electronic documents wherever possible to enable staff to serve customers remotely.

Effective Date:

This directive is effective on the date of issuance.

References:

- Workforce Innovation and Opportunity Act of 2014, Public Law 113-128, as amended
- Section 134 “Use of Funds for Employment and Training Activities (8) A”
- WIOA Federal Regulations Subpart G –Supportive Services §680.900-§680.970
- Training and Employment Guidance Letter (TEGL) WIOA No. 3-15: Operating Guidance for the Workforce Innovation and Opportunity Act (WIOA)
- Electronic Signatures in Global and National Commerce Act, Public Law 106-229, codified at 15 USC §7001, et seq.
- California Uniform Electronic Transaction Act (CUETA), Cal. Civ. Code, §1633.1, et seq.

“Preparing People for Success: in School, in Work, in Life”

FINANCIAL ASSISTANCE AWARD DIRECTIVE

Table of Contents

SCHOLARSHIP/TUITION ASSISTANCE POLICY 1

- A. Scholarship/Tuition Assistance Approval Procedures..... 3
- B. Distance Learning/Training 5
- C. Scholarship/Tuition Assistance Guide 6

SUPPORTIVE SERVICES POLICY 7

- A. Process to Determine Financial Need for all Supportive Services..... 9
- B. Justification to Provide Supportive Services 9
- C. Supportive Service One-Day Activity Codes 9

1. Cash (Non-Scrip) Supportive Services 10

- A. Process to Determine Financial Need for all Supportive Services..... 11
- B. Process for Submitting Forms to the SETA Workforce Development and Fiscal Departments. 12
- C. Tracking Supportive Services for Dual Enrolled or Co-Enrolled Customers 12

Cash Supportive Services Guide 14

2. Scrip/Bus Passes Supportive Services 15

- A. Stipulations for Scrip Categories 16
- B. Process for Ordering and Replenishing Scrip and Bus Passes..... 16
- C. Scrip Categories, Type and Document Requirements Guide 18

3. Direct Payments to Vendors 19

- A. Process for Requesting Direct Vendor Payments for Barebones Workwear and Grainger 20
- B. Process for Requesting SMUD Customer Credit 20
- C. Process for Submitting Forms for SMUD Credit to Workforce Development and Fiscal
Departments 21

INCENTIVE POLICY 23

- A. Incentive Procedures 24
- B. Allowable Incentives and Required Documentation Guide 24

INQUIRIES and ATTACHMENT LIST 26

SCHOLARSHIP/ TUITION ASSISTANCE POLICY

I. SCHOLARSHIP/TUITION ASSISTANCE POLICY

Individuals who wish to access WIOA funded training must complete a Sacramento Works Scholarship/Tuition Assistance Application, a Skills/Interest Assessment(s) and a Labor Market Survey verifying that **the training desired is for an occupation/career that is in-demand in the local area or planning region/geographic area in which the adult or dislocated worker is willing to commute or relocate.**

Under WIOA, training services may be provided if the Job Center staff has determined after an interview, evaluation or assessment, and career planning, that the individual:

- **Needs training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to, or higher than, wages from previous employment through career services alone; and**
- **Has the appropriate skills and qualifications to participate successfully in the selected program of training services;¹and**
- **Has a financial need, as income is an important factor in determining suitability for services, and staff must refer to <https://insightccd.org/2018-family-needs-calculator/> before funding adult customers.**

Training services, when determined appropriate, must be provided either through an Individual Training Account (ITA) [Sec. 134(c)(3)(D)] or through a training contract (e.g. On-the-Job Training, Registered Apprenticeship, Customized Training, Incumbent Worker Training, or Transitional Jobs Training) [Sec. 134(c)(3)(G)(ii)].² Additionally, training funded under WIOA, via SETA/Sacramento Works, can only occur pursuant to providers being approved and listed on the State's Eligible Training Provider List (ETPL) and SETA's Local Training Provider List (LTPL).

The Scholarship/Tuition Assistance Application is to be used pursuant to:

- An individual being determined eligible for WIOA services based on being unemployed, or underemployed who is suitable for training due to the lack of required skills for entering employment that leads to economic self-sufficiency.
- An initial assessment of the individual's interests, skills, and suitability has been completed and an action plan has been developed. Suitability determination for program participation could include: Individual skills deficiency for obtaining in-demand employment; individuals exhibiting motivation, self-discipline, a willingness to follow staff directions, and a commitment to maintain contact with staff throughout program participation.

The following is a guide to inform coaches and site supervisors of the in-demand critical occupational clusters for which Scholarship/Tuition Assistance may be provided:

- Advanced Manufacturing
- Clean Economy
- Construction
- Education and Knowledge Creation
- Food and Agriculture
- Health Services
- Information and Communication Technology
- Life Sciences

If the training requested is outside of the critical occupational clusters listed above, written justification must be noted in the customer's **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE.**

¹ Training and Employment Guidance Letter WIOA No. 3-15: Operating Guidance for the Workforce Innovation and Opportunity Act (WIOA), Page 6, Section 7, Training Services

² Workforce Innovation and Opportunity Act of 2014, Public Law 113- 128 [Sec. 134(c) (3) (G) (ii)].

Justification for training for in-demand occupations outside of the critical occupational clusters may be found at <https://careergps2.com/>.

If training is determined to be appropriate, the customer and staff will review the [Eligible Training Provider List](#), and the [Local Training Provider List](#) to identify potential training programs. A Training Provider Questionnaire, found in the Scholarship/Tuition Assistance Application, should be provided to the customer to assist with determining the most appropriate training provider/school. Should a customer choose training that is not on the LTPL, staff will forward a completed [Local Training Provider Referral Form](#) to the ETPL Coordinator, who will initiate the LTPL contracting process.

Staff will review the entire **Sacramento Works Scholarship/Tuition Assistance Application** submitted by the customer to ensure program participation is appropriate prior to recommending/requesting WIOA funds to the Case Review Team (CRT) for approval. Site Supervisors have the ability to award a maximum of **\$5,000** for training per program year, per scholarship awarded. However, up to an additional **\$5,000** can be awarded per program year, per scholarship awarded if it has been determined that more expensive training is needed for a customer's career pathway, and the customer is unable to pay the full amount or secure a grant/alternate funding to pay for the training. The additional award must have the approval of a SETA Workforce Development Manager and/or the Deputy Director on the Service Agreement; bringing the maximum overall award up to **\$10,000**. An emailed or faxed version of the approved/signed Service Agreement is acceptable. Justification for any award amount over **\$5,000** must be clearly indicated in the Sacramento Works Scholarship/Tuition Assistance Application. Justification must include the reason(s) why more expensive training is required for the customer.

A. Scholarship/Tuition Assistance Approval Procedures

For a Scholarship/Tuition Assistance award to be provided to customers who need training to successfully enter the labor market, the following procedures need to be completed through the Job Center and documented in CalJOBS:

1. Basic Skills Assessment and a One-on-One Comprehensive Assessment

Customers needing staff assisted services for enrollment into Individualized Career/Training Services must complete, at a minimum for basic skills assessment and a one-on-one comprehensive assessment.

One on-One Comprehensive Assessment (required beyond Basic Services)

The coach will conduct a one-on-one informational interview to review the customer's strengths and barriers to start a short-term and long-term employment plan with an emphasis on developing career pathway goals. Career pathways are small groups of occupations in a career cluster that with coordination of education, training and/or other services help individuals advance in an industry or occupation. Occupations within a pathway share common skills, knowledge, and interests. The coach should also connect customers to WIOA Partners and/or Community Resources not provided by the SWAJCC.

Basic Skills Assessment– (required beyond Basic Services)

Basic Skills assessments should measure key skills, such as basic reading and math skills. In addition, it is strongly encouraged, when practical, that Quick Guide be used to measure key workforce skills as reading for information, locating information, and applied math. The above assessments are required services beyond Basic Career Services, but are not required if customers possess post-secondary degrees.

2. Background Wizard

All sections of the Background Wizard must be completed and/or updated in CalJOBS to ensure all relevant customer skills assessment information is provided for staff to determine program suitability.

3. Financial Needs Assessment Form

All applications must be accompanied by a **Financial Needs Assessment** form, reflecting the customer's ability to support themselves while in training and scanned into CalJOBS.

4. Sacramento Works Scholarship/Tuition Assistance Application

Tuition assistance will be funded only after the Scholarship/Tuition Assistance Application has been fully completed and approved by the Case Review Team (CRT). In accordance with TEGL 3-15, "training services funded by WIOA must be linked to In-demand employment opportunities in the local area, or in a geographic area in which the adult or dislocated worker is willing to commute or relocate"³. In most instances, Career GPS (<https://careergps2.com/>) will suffice for identifying occupations that are in demand within the local area. There may be circumstances, however, when using O*Net On-Line (<http://www.onetonline.org>) and/or the EDD Labor Market Information (LMI) (www.labormarketinfo.edd.ca.gov) site(s) are more appropriate for maximizing customer choice. Once demand occupational research is completed, staff must scan labor market rating to reflect projected growth into the customer's CalJOBS account.

5. Case Review Team (CRT) Approval

Staff will provide a summary of the completed (**Sacramento Works Scholarship/Tuition Assistance Award**) application to the site supervisor and/or CRT for consideration, approval and funding.

6. Other Funding Sources Exploration

In order to ensure WIOA funds are used in an appropriate manner to support customers in training, customers are required to research the availability of non-WIOA funding (e.g. Free Application for Federal Student Aid (FAFSA), Pell Grants/BOG Waivers, School Sponsored Scholarships, etc.). Staff must check the "alternate funding addressed" box found in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE** in CalJOBS.

7. IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE Completion

Once the training service has been completed and approved by the CRT, a training plan must be finalized. The plan must demonstrate that the training program selected is a good match for the applicant, and in a demand occupation within the labor market leading to a self-sufficient wage.

8. Service Agreement and Financial Obligation Form(s)

Staff must complete a **Service Agreement** and the **Financial Obligation Form/Request for Payment Form** for the award process to be complete. The form can be signed and transmitted electronically.

9. CALJOBS Activity Codes

Staff must ensure the appropriate activity code is entered into CalJOBS. Activity codes for training services should cover the actual dates of the training. Training activity codes do not have a set duration date; however, these codes should be frequently reviewed by staff to ensure accurate reporting. A list of CalJOBS training and supportive service activity codes and definitions is available in the **EDD Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf

If approved, staff will notify the customer of the decision and:

- Enter the appropriate activity codes into CalJOBS;
- Complete the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**;
- Complete the **Service Agreement**;
- Complete the **Financial Obligation Form/Request for Payment Form**.

³ Training and Employment Guidance Letter WIOA No. 3-15: Operating Guidance for the Workforce Innovation and Opportunity Act (WIOA), Page 6, Section 7, Training Services

The Job Center Supervisor will then enter the approved amount into the ITA system for obligation.

In addition, staff will ensure the customer, staff, site supervisor, and training provider all receive the required signed documentation.

If the Sacramento Works **Scholarship/Tuition Assistance Application** is not approved, staff will immediately notify the customer as to why it was not approved and provide other options.

B. Distance Learning/Training

Distance learning/training may employ a variety of virtual teaching techniques, including: Correspondence Study; Audio, Video or Computer Interface Technologies. Distance learning/training is a formal interactive educational process in which the majority of instruction occurs when students and instructors are not in the same physical location.

The ability to monitor student participation and progress is a primary concern when approving distance learning/training. To ensure appropriate delivery of service, there must be effective and frequent communication between the student, instructor and sponsor via electronic media.

Customers desiring distance learning/training must first meet the following conditions:

- The customer must exhibit motivation/self-discipline, time management/organizational skills, **and**
- The customer must have a basic knowledge of computers, internet use, proper installation of relevant programs, web browser usage, the ability to send/receive emails with attachments, and familiarity with Microsoft Word or other word processing programs, **and**
- The customer must have, or have access to, suitable equipment, with preferably high-speed connectivity (digital, DSL, or T1), possession/access to a sound card (speakers, headphones and a microphone may also be required) and the technical expertise required for distance learning **or**
- The customer is taking distance learning/training offered on-site at a Job Center.

Approval of distance learning/training may be considered if the training program:

- Is on the LTPL, **and**
- Provides monthly progress updates to staff (staff must case note in CalJOBS), **and**
- Provides documentation of a Measurable Skill Gain, **and**
- Provides documentation that successful completion leads to a certificate/credential
- Is a Metrix Learning Lab

These conditions provide staff with a means to monitor a student's participation and progress. Distance learning/training programs that lack immediate and interactive feedback between student and instructor, and that fail to submit monthly progress updates to staff, will not be approved.

C. SCHOLARSHIP/TUITION ASSISTANCE GUIDE

Type of Service	Required Documents	Limits
WIOA Funded Training	<ul style="list-style-type: none"> • Financial Needs Assessment form • CalJOBS Background Wizard • Sacramento Works Scholarship Tuition Assistance Application Packet • CRT-Scholarship Tuition- Approval Form • Signed Service Agreement-SWAJCC • Financial Obligation Form/Request for Payment Form • IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE • Enter Training Activity into CalJOBS upon verification the customer started training • Enter the approved training funds into the ITA spreadsheet 	<p>A maximum of \$5,000 per customer, per program year, can be paid. If a Financial Needs Assessment Form indicates a customer’s inability to pay the full amount of the cost of training, the Workforce Development Manager or Deputy Director can approve additional funding. Justification should be noted on the IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE, with the required Manager approval also noted on the Service Agreement for training amounts exceeding \$5,000. An email from the Manager is sufficient to authorize approval.</p>

SUPPORTIVE SERVICES POLICY

II. SUPPORTIVE SERVICES POLICY

Staff is instructed to utilize this directive in determining the necessity of supportive services and to ensure that all customers requesting supportive services are enrolled at the time supportive services are provided.

Supportive services are services such as transportation, child/dependent care, housing, and needs related payments that are necessary to enable an individual to participate in, and successfully complete, WIOA activities, such as training and career services.⁴

Customers enrolled and participating in the Job Centers Individualized Career and Training Services may be provided supportive services on a cost reimbursement basis (or through direct payments to vendors for special circumstances) when necessary to enable an enrolled individual to participate in career services, training, or other employment-related activities. Because WIOA programs operate with limited funding, the customer must have a financial need. As income is an important factor in determining suitability for services, staff must refer to <https://insightcced.org/2018-family-needs-calculator/> before funding adult customers. In addition, alternative resources must be researched and noted by staff in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**.

Supportive services payments are determined on a case-by-case basis, and are used only when necessary and reasonable. All supportive services are reviewed and approved by the Job Center Site Supervisor as reflected on the **CRT-Supportive Services and Incentives Request/ Approval Form**. The use of supportive service funds is based upon availability.

The amount **per person** that may be obligated for supportive services is **up to \$2,500 per program year**. After \$2,500 in supportive services has been provided, an additional amount may be obligated with the express written approval of a Workforce Development Manager or the Deputy Director on the Financial Obligation/Request for Payment Form. 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 four forms of supportive services:

1. Cash Supportive Services: Rental Assistance, Child/Dependent Care, and Miscellaneous Assistance
2. Scrip: Transportation, Clothing and Footwear
3. Bus Passes
4. Direct payment to the vendor- SMUD, Bare Bones*, and Grainger*

***Available only under special circumstances such as certain discretionary grants and requires prior authorization from SETA's Workforce Development Manager or Deputy Director.**

Staff may initiate a supportive service request for any enrolled customer with a need for the supportive service being justified and documented in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**. The staff must ensure the customer is enrolled in the appropriate activity code for the supportive service listed.

⁴ Workforce Innovation and Opportunity Act of 2014, Public Law 113- 128, as amended, Page 1438

A. Process to Determine Financial Need for all Supportive Services

The **Financial Needs Assessment** form is used to determine a customer's financial need. The customer must list all income and expenses on the Financial Needs Assessment form. Staff must document the results at the bottom of the Financial Needs Assessment form, record the outcome on the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE** and scan this form into CalJOBS. If final calculations result in a "negative" balance (i.e., expenses exceed income), staff may consider providing the supportive service(s) requested. However, if final calculations result in a "positive" balance, staff must document the special circumstances justifying the provision of the supportive service(s) request.

If additional requests for supportive services are made and there are no changes to the Financial Needs Assessment form, the customer may email their coach attesting that there are no changes to their needs assessment, then staff must case note that information in CalJOBS. The Financial Needs Assessment form is only valid for up to 90 days from the initial signature date. After 90 days, a new Financial Needs Assessment form must be completed and scanned into CalJOBS. When a change in circumstances results in a change in customer need (e.g., customer's income changes), then a new Financial Needs Assessment form must be completed and scanned into CalJOBS and recorded in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**.

B. Justification to Provide Supportive Services

Cash

Customers requesting cash supportive services, with the assistance of staff, must first research and apply for alternative sources of assistance. Online resources for supportive services include the 2-1-1 Sacramento, Central Eligibility List for subsidized childcare programs (<https://wp.childaction.org/cel/>) or the Sacramento Community Resources link on SETA's website (www.seta.net).

To provide cash supportive services, the customer must complete a **Financial Needs Assessment** form. Customer must be at a financial deficit, or have justification noted in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**.

Scrip or Bus Passes

The provision of scrip and/or bus passes as supportive services must be justified by the staff and approved by the site supervisor. Documentation as to the need/justification for the supportive services must be written in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE**. The provision of scrip supportive services will also be documented in the **SCRIP Template** for each \$25 scrip card provided.

C. Supportive Services One-Day Activity Codes

Staff must ensure the appropriate supportive services activity code is entered into CalJOBS. Supportive services activity codes have been set to a one-day service. Once the supportive service has been approved through the CRT approval process the one-day supportive services code must be the date that the customer provided the completed form or receipt for reimbursement. See **EDD Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. Note: If adding a supportive services activity code, there must be another open activity code in CalJOBS to access all supportive services activities.

**CASH
(NON-SCRIP)
SUPPORTIVE
SERVICES**

1. CASH (NON-SCRIP) SUPPORTIVE SERVICES

A. Process for Determining Financial Need for Cash (Non-Scrip) Supportive Services

Cash (Non-Scrip) supportive services may be provided on a cost reimbursement basis, if necessary, to enable an enrolled customer to participate in career and training services if they are unable to obtain supportive services through other programs. The need for cash supportive services must be justified and fully documented prior to staff completing the **CRT Supportive Services and Incentives Request/Approval Form**, and must be approved by the CRT prior to any expenditure of funds. In addition, the need must be justified and fully documented on the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE** in the Case Note section of CalJOBS.

There are three categories of cash supportive services available: **Rental Assistance, Child/Dependent Care Assistance, and Miscellaneous Assistance.**

Rental Assistance

Prior to providing assistance, staff should work with customers to **research and access alternative sources** of housing and/or support including rental assistance, housing application fees, and related rental costs. When no other resources are available, WIOA funding can be requested. The customer must have the **Rental Verification** form completed and signed by the property owner/manager or their representative(s), reflecting the amount and date of rent payment made. **Staff must verify the information on the form, by contacting the rental agent or property owner. Please note that rental assistance is only provided as a reimbursement after rent has been actually 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. Once verified, the staff must enroll the customer into the appropriate supportive services activity code in CalJOBS. A listing of the activity codes is available in the **CalJOBS Directive WDS19-06, CalJOBS Activity Codes**, at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. The maximum amount of rental assistance is \$800 per month, except for special circumstances that requires the approval of SETA's Workforce Development Manager or Deputy Director.

Child/Dependent Care Assistance

Alternative sources of child/dependent care must be researched prior to providing assistance. The **Child/Dependent Care Verification** form must be fully completed and signed by the care provider and customer. The form must include the billing rate, period of services, provider information including tax identification number or social security number as well as the full address of the customer, including city and zip code. **The staff must verify the information on the form by contacting the care provider.** Once verified, the staff must enroll the customer into the appropriate one-day supportive services activity code in CalJOBS listed in the **CalJOBS Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. The maximum amount of child/dependent care assistance is \$1,000 per month, except for special circumstances that require approval of SETA's Workforce Development Manager or Deputy Director.

Miscellaneous Cash Supportive Services

Miscellaneous Supportive Services include items that are necessary for a customer to successfully enter and complete training or that provide support as the customer seeks employment. The funds can be provided only when it has been determined that there are no other resources available to address the customer's need.

Allowable miscellaneous supportive services include books, fees, uniforms, personal protection equipment, tools, minor vehicle repair (not to exceed \$200 per repair), vehicle and driver's license fees, business license fees, limited medical attention, physical examinations, optical services, prescription medications, mortgage principal assistance, and utility assistance. Any other necessary and reasonable miscellaneous supportive services must have prior authorization from SETA's Workforce Development Manager or Deputy Director.

All receipts must be submitted (electronically transmitted receipts are acceptable if legible) to SETA's Fiscal Department as documentation for payment of miscellaneous supportive services. Tools, uniforms and other equipment or supplies required by a training institution or employer must be verified and provided to SETA's Fiscal Department in writing. Invoices, receipts or other documentation must be included before reimbursement can be provided. A utility/phone bill is required to verify the utility service and should include the customer's name on the bill. Utility service dates must not precede the customer's enrollment date. Once verified, the staff must enroll the customer into the appropriate one-day supportive services activity code in CalJOBS listed in the **CalJOBS Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf .

All documentation submitted for cash supportive services requires legible receipts and invoices. In instances where rent and utility amounts are combined, a breakdown should be provided. Payments cannot be made for late fees, interest, prior balances or penalties. Small or loose receipts should be attached to a full sheet of paper with the customer's name and full address. Dates on the receipts, statements or invoices must be on or after the enrollment date for services being requested. When a receipt is lost, the customer must attempt to obtain a copy; if a copy cannot be obtained, a **Lost/Missing Receipt Declaration** must be completed and signed by a Workforce Development Manager or Deputy Director and submitted with the request for supportive services. Under no circumstance should a Lost/Missing Receipt Declaration form be used for advances of scrip. The Lost/Missing Receipt Declaration form must be uploaded into CalJOBS accompanied by case notes.

B. Process for Submitting Forms to the SETA Workforce Development and Fiscal Departments

Job Center staff requesting cash supportive services for WIOA customers must verify that customers do not exceed the maximum allowable amounts for training/supportive services. The corresponding one-day supportive services activity codes must be entered into CalJOBS. Activity codes are listed in the **CalJOBS Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. Staff must verify that the enrollment precedes the requested reimbursement. The activity code in CalJOBS must be verified by staff before submitting the **Financial Obligation Form/Request for Payment Form** to the Job Center Supervisor for review and approval. Once approved, the obligation must be entered into the Individual Training Account (ITA) database. A complete "Financial Obligation Form/Request for Payment" packet should be submitted (may be electronically transmitted) to the SETA's Fiscal Department after the obligation is entered into the ITA. The **Financial Obligation Form/Request for Payment Form** should be completed including required signatures. Verification forms, receipts, invoices and other supporting documentation should be included. Each Financial Obligation Form/ Request for Payment Form must include the customer's name, last four digits of the social security number, grant number and amount of supportive services requested. The requester's name and phone number should also be included. If there are questions about the claim, fiscal staff will contact the staff or their supervisor for clarification and may request that additional documentation be provided. All checks are processed through the Sacramento County Department of Finance. Due to fluctuations in processing time, staff should advise customers that they will be notified when checks are available and that it can take up to 4-6 weeks before they receive payment. Documentation that payment was received by the customer should be maintained in the customer's file.

C. Tracking Supportive Services to Dual Enrolled or Co-Enrolled Customers

When a customer is Dual Enrolled (enrolled in a SETA-funded grant in addition to a grant that is not administered by SETA), or Co-Enrolled (enrolled in one or more grants administered by SETA) and is in need of supportive services, the customer may be funded under multiple funding sources when deemed necessary. The lead staff must identify and track the funding streams which pay the costs of supportive services provided to individuals who are participating in multiple programs concurrently to ensure that there are no duplications of service and the maximum funds allotted do not exceed \$2,500 from the SETA funded programs for the co-enrolled customer. **After \$2,500 in supportive services has been provided, an additional amount may be obligated with the approval of a Workforce Development Manager or the Deputy Director on the Financial Obligation Form/Request for Payment Form.**

D. CASH (NON-SCRIP) SUPPORTIVE SERVICES GUIDE

Type of Service	Required Documents and CalJOBS entry	Limits
<p>Rental Assistance or Child/Dependent Care Assistance</p>	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • Financial Needs Assessment form (Scan into CalJOBS) • CRT Supportive Services and Incentives Request/ Approval Form • Rental Verification Form including customer’s full address should be provided to the property owner/manager or their representative (s). • Child/Dependent Care must be fully completed and signed by the care provider and the customer. • Verify Customer’s enrollment date is before the dates on receipts, bills, etc. • Enter the one-day supportive service activity code into CalJOBS the day the customer submits supporting documents- Rental or Child/Dependent Verification Care Form • Complete/Update IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE in CalJOBS. • Financial Obligation Form/Request for Payment Form verifying approval from the Job Center Supervisor <hr/> <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Financial Obligation Form/Request for Payment Form with associated and required document(s) 	<p>\$800 per month – rental assistance, \$1,000 per month – child/dependent care, to a limit of \$2,500. Additional funds can be provided with Workforce Development Manager or Deputy Director approval.</p>

<p>Miscellaneous supportive services are for those enrolled in WIOA funded training, OJT/SE or in job search. Services include: Books, course fees, uniforms, work tools, minor vehicle repair not to exceed \$200, vehicle and driver’s license fees, business license fees, medical attention, prescription medication, mortgage principal assistance, and utility assistance.</p> <p>Other miscellaneous supportive services require Manager or Deputy Director approval</p>	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • Financial Needs Assessment • CRT Supportive Services and Incentives Request/ Approval Form • receipts, bills, invoices, written verification of requirements from training provider or employer • Verify Customer’s enrollment date is before the dates on receipts, bills, and/or services dates etc. • Enter the one-day supportive service activity code into CalJOBS the day the customer submits supporting documents or the day of the receipt for purchased items • Financial Obligation Form/Request for Payment Form must complete the IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE and document provision of service in the Supportive Service Template <hr/> <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Financial Obligation Form/Request for Payment Form with associated and required document(s) <p><u>SMUD Only:</u> See Direct Payment to Vendors-SMUD section of this directive for procedures.</p>	
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**SCRIP/BUS
PASSES
SUPPORTIVE
SERVICES**

2. SCRIP/BUS PASS SUPPORTIVE SERVICES

The maintenance, provision, and safeguarding of scrip is the responsibility of the Job Center's Site Supervisor. The scrip must be stored in a secure, locked location. Each Job Center 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 enrolled customers to participate in career and training services if they are unable to obtain supportive services through other programs. The need for scrip supportive services requires staff to complete the **CRT-Supportive Services and Incentives Request/ Approval Form**, and receive approval by the CRT prior to any expenditure of funds. In addition, the need must be justified and fully documented in the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE** in the Case Note section of CalJOBS. **A one-day supportive services activity code should be entered into CalJOBS. The activity code must be the date that the scrip card is received by the customer.** A listing of CalJOBS activity codes can be found in the **EDD Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf.

A. Stipulations for Scrip Categories

Customers can receive a **maximum of \$100 per month, per scrip type**, except in special circumstances, which will require Workforce Development Manager or Deputy Director approval.

Transportation:

Transportation assistance is allowable for enrolled customers in the form of scrip or bus passes. Gas cards in \$25 increments are allowed for customers with automobiles and noted in the **CRT Scrip (Incentive/Supportive Services) Template** in CalJOBS. Gas scrip will be documented with a **Customer Mileage Log or a gas receipt**, and a copy of the back of the gas card. SWJC staff must document when custody of scrip, bus passes and other tangible items, transfers to customers in CalJOBS and on the Scrip Tracking Form (Fiscal Transmittal-Blank Form) by initialing and dating where indicated.

Work Clothing, Footwear and Tools:

If determined by need, the cost of work clothing, footwear and tools required for training and/or employment can be reimbursed with supervisor approval. Receipts, from **any** retailer that details a prior purchase of allowable and same type costs as is required for the approved training, can be reimbursed with Target scrip. All receipts are required as well as written verification of tools/supplies required by the training provider or employer.

B. Processes for Ordering and Replenishing Scrip and Bus Passes

Initial Order of Scrip and Bus Passes

Each program year, for each type of scrip, the initial order of scrip and bus passes will require a **SETA Internal Requisition Form**. The form must be signed by the Job Center Site Supervisor, and/or the Workforce Development Manager, the Deputy Director and forwarded to SETA's Fiscal Department for approval. The amount of scrip or 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 or the Deputy Director. The initial supply of scrip will be accompanied by the **Scrip Tracking Form** listing each scrip and bus pass by number. The value of scrip and bus passes ordered will be obligated from the ITA of the requesting SWAJCC.

Replenishing Scrip and Bus Passes

Each subsequent order of scrip will require a separate **SETA Internal Requisition-SCRIP Replenishment** form for each type of scrip requested. The form must be signed by the Job Center Site Supervisor and the Workforce Development Manager for approval. 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 Scrip Tracking Form must be returned by Job Center staff to the SETA Fiscal Department, along with the required supporting documentation for the

used scrip. The customer's signature and Social Security number (last 4 digits) is required on the Scrip Tracking 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 is disbursed. The Scrip Tracking Form must be fully completed, reviewed and signed by the Job Center Supervisor after review. Once accepted by the Fiscal Department the total amount of the scrip/bus passes used will be deducted from the Job Center's ITA allocation. When replenished, a new obligation will be entered for any additional scrip/bus passes issued.

All unused scrip and bus passes should be returned to the SETA Fiscal Department before June 30th of each Fiscal Year 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. Scrip issued for the new program year will be obligated to the ITA of the requesting Job Center.

The maintenance, provision, and safeguarding of scrip is the responsibility of the Job Center Site Supervisor. The scrip must be stored in a secure, locked location. Each Job Center must develop a system of scrip custody and designate a custodian for the safekeeping of the scrip.

C. SCRIP CATEGORIES, TYPE AND DOCUMENT REQUIREMENTS GUIDE

Service Type	Scrip Type	Required Documentation	Limits
Gas Cards	Shell Safeway	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • Financial Needs Assessment form (Scan into CalJOBS) • CRT Supportive Services and Incentives Request/ Approval Form (Scan into CalJOBS) • Verify Customer’s enrollment date is before the dates on the mileage log. • Enter the one-day activity code in CalJOBS the day dispersed. • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Customer Mileage Log must be submitted in order to be reimbursed for mileage. 	<p>Scrip is in \$25.00 increments.</p> <p>Up to \$100 for transportation per month.</p> <p>All other Service type determined by needs of customer.</p> <p>With Supervisor approval.</p>
Clothing Footwear Tools	Target	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • Financial Needs Assessment Form (Scan into CalJOBS) • CRT Supportive Services and Incentives Request/ Approval Form (Scan into CalJOBS) • Verify Customer’s enrollment date is before the dates on receipt • Enter the one-day activity code in CalJOBS the day dispersed. • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Receipt(s) from any retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount. 	
Bus Passes		<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • Financial Needs Assessment Form (Scan into CalJOBS) • CRT Supportive Services and Incentives Request/ Approval Form (Scan into CalJOBS) • Enter the one-day activity code in CalJOBS the day dispersed. • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Scrip Tracking Form with customer signatures. 	<p>Determined by needs of customer.</p>

DIRECT PAYMENT TO VENDORS

3. DIRECT PAYMENTS TO VENDORS

In certain cases, supportive services for enrolled WIOA customers may be available where payment can be made directly to the vendor. Direct payments are available for the following vendors: SMUD, Barebones Workwear and Grainger. While direct payment to SMUD may be available for all enrolled Job Center customers, **direct payments made to Barebones Workwear and Grainger are available only under special circumstances such as certain discretionary grants. Direct payments to Barebones Workwear and Grainger require prior authorization from SETA's Workforce Development Manager or Deputy Director. All requirements, approvals and backup documentation for cash supportive services must be met (see Part II. Supportive Services Policy)** in order to request direct payments to vendors. A fully approved **SETA Internal Requisition** form is also required for the direct payment method and should include the customer name, grant code and appropriate amount for required items.

A. Process for Requesting Direct Vendor Payments for Barebones Workwear and Grainger

Direct payments to Barebones Workwear or Grainger may be available for customers to obtain clothing, boots, tools or supplies that are required for participation in certain career or training services. The need for the supportive services must be justified and fully documented prior to staff completing the **CRT Supportive Services and Incentives Request/Approval Form** and receive approval by the CRT, or Workforce Manager, prior to any expenditure of funds. In addition, the need must be justified and fully documented on the **IEP/FINANCIAL ASSISTANCE (TRAINING/SUPPORTIVE SERVICES) TEMPLATE** in the case notes section of CalJOBS and an appropriate one-day supportive service activity code must be entered into CalJOBS. A listing of the CalJOBS activity codes is available in the **EDD Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. Purchases through Grainger also require a fully approved **SETA Internal Requisition** form. The requisition must have the requested items listed including quantity, unit and extended prices if known, and the customer's name, last four Social Security number, and grant code if applicable. The requester's phone number and email address should also be included as well as other required documentation including a **Financial Obligation Form/Request for Payment Form**, and written verification of the requirement from the training institution or employer. Once approved, customers can go to Barebones Workwear to pick up the needed items as listed on the requisition. Barebones will generate an invoice or receipt which will be sent to SETA Fiscal for payment. Payment will be made once all required documentation is received from the staff who requested the supportive services including a **Financial Obligation Form/Request for Payment Form, a SETA Internal Requisition** form and written verification of the requirement for tools or clothing.

B. Process for Requesting SMUD Customer Credit

A process has been established with SMUD in which the Job Center Site Supervisors are authorized to commit or pledge funding on behalf of enrolled WIOA customers. Assistance can only be provided for amounts incurred after the customer is enrolled in WIOA and cannot pay for interest, late fees, penalties, reconnection fees, credits or products. Customers must bring a current original SMUD bill in their name stating the SMUD account number and the amount due. Staff must verify the information, and if assistance is approved the Job Center Site Supervisor pledge (SMUD Pledge Template is below) the approved amount into the customer's account, making sure to include the SETA Fiscal Department as a carbon copy (cc). Once SMUD receives the email, the pledged amount will be credited to the customer's account and SMUD will send confirmation in a secure, password protected email that is used for tracking and record keeping. It is important to note that any past due amount for which payment is requested must have occurred during the period of time the customer was enrolled in WIOA. Customers with a Budget Billing Plan set up on their SMUD account will be assisted with the minimum charges. Customers with an Electronic Funds Transfer (EFT) set up on their SMUD account must remove this method of payment prior to receiving assistance.

C. Process for Submitting Forms for SMUD Credit to SETA Workforce Development and Fiscal Departments

SMUD Obligation Request

- Staff will obtain CRT approval for requested amount.
- Enrolled customers must bring a current original SMUD bill in their name stating the SMUD account number and the amount due.
- Staff must verify with customer that the current amount due has not been paid—Enter the current amount due, subtract any credits, round down to the nearest dollar. SMUD can credit only the amount due in their account, nothing over.
- Staff will enter the supportive services activity code in CalJOBS. A listing of CalJOBS activity codes is available in the EDD Directive WSD19-06, CalJOBS Activity Codes at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf. The supportive services activity should reflect a start date that is prior to the current service period on the bill. If not, the bill will need to be pro-rated to reflect the days to pay from the start date of the supportive services activity code.
- Verify customer has not exceeded the cap for supportive service. If cap has been reached, Workforce Development Manager's approval is required.
- Staff will complete the ***IEP Financial Assistance (Training/Supportive Services) TEMPLATE*** in CalJOBS and add a case note.
- The Job Center Site Supervisor will enter the obligation into the ITA spreadsheet.

Note: Assistance can only be provided for the amount incurred after the customer was enrolled in WIOA and cannot pay for interest, late fees, penalties or reconnection fees.

SMUD Payment Request

- Review obligation for accuracy.
- Verify available funding for Job Center.
- If required, ensure Workforce Development Manager approval has been obtained
- Enter customer information into Job Center's ITA spreadsheet
- Job Center Site Supervisor will send an **email** (see SMUD pledge template) with the customer's name and account number in the subject line to **agency@smud.org**. Please include the SETA Fiscal Department as a carbon copy (cc) on the pledge e-mail to SMUD at SMUDpay@seta.net. (Any additional correspondence between staff and SMUD, including emails received from SMUD, should be forwarded to SMUDpay@seta.net. **Note:** Ensure the customer's name is on the original bill. If not, advise the customer to call SMUD and add their name to the account. Once that is complete, the customer will need to submit the bill with their name
- Once SMUD receives the email, the pledged amount will be credited to the customer's account and a confirmation of approval email will be sent back in a secure email. **Print this out and submit with original documents to SETA's Fiscal Department.**
- The original **Financial Obligation Form/Request for Payment Form**, the original SMUD bill(s) that will be paid, and the SMUD Pledge Confirmation email, must be sent to the SETA Fiscal Department at 925 Del Paso Blvd., Sacramento, CA, 95815.

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

Instructions for Supervisors to Pledge to SMUD and Record Keeping:

(E-mail this Pledge to agency@smud.org and cc: SMUDpay@seta.net)

SMUD will send a confirmation of the Pledge amount for SETA's records. Print this out and submit with the Financial Obligation Form/Request For Payment Form.

Submit the original Financial Obligation Form/Request For Payment Form, the original SMUD bill, a copy of the SMUD Pledge Confirmation email, and the CalJOBS printout with customer's name, grant code, and activity code to SETA Fiscal Staff.

INCENTIVE POLICY

III. INCENTIVE POLICY

Incentives are intended to acknowledge attainment of predetermined goals. Incentives are not supportive services and should not be used in lieu of supportive services. The appropriate justification must be written in the **Scrip Template** for all incentive requests. **Incentives may not exceed \$200 per customer.**

Staff will follow the process described below to obtain incentives for the Job Center customer. Staff should document the provision of incentives by written case notes in the customer's **Scrip Template** in CalJOBS.

Staff must ensure the one-day incentive activity code is entered into CalJOBS. A listing of CalJOBS activity codes is available in the **EDD Directive WSD19-06, CalJOBS Activity Codes** at https://www.edd.ca.gov/Jobs_and_Training/pubs/wsd19-06.pdf.

A. Incentive Procedures

Enrolled customers may be given non-cash incentives (scrip) for attainment of the following goals:

- Completion of vocational training, or OJT/SE (Documented by occupational license, occupational certificate, other industry recognized certificates, or letter of completion from school or employer- Up to \$50).
- Documentation of Measurable Skill Gains (MSG) (See **Measurable Skill Gains and Credential Guidelines** for more information- up to \$50).
- Attainment of employment documented by a **SETA Employment Placement Form** (up to \$100).

The approval of the incentive must be documented on the **CRT Supportive Services and Incentives Request/ Approval Form**.

B. Allowable Incentives and Required Documentation Guide

All documentation must be scanned into CalJOBS and provided to SETA's Fiscal Department. The customer can choose the type of scrip for the incentive earned, subject to availability. Types of scrip available are Target and Shell.

Incentives must be program-related with the appropriate funding indicated in the ITA database.

Distribution of incentives must follow program guidelines and be supported by appropriate documentation prior to being distributed. Documentation that scrip was received by the customer should be maintained in the customer's file and on the Scrip Tracking Form. Custody of scrip is limited to designated staff and locked in a secure location. (Refer to Section II 2C, Supportive Services, for ordering and replenishing scrip.)

Allowable Incentives	Required Documentation	Amount
Education/Training/OJT/SE Course completion or Certification	<u>Program Requirements</u> <ul style="list-style-type: none">• CRT Supportive Services and Incentives Request/ Approval Form• Enter the one-day activity code in CalJOBS the day disbursed.	Up to \$50

	<ul style="list-style-type: none"> • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Letter of completion from school or employer, Certificate/Diploma 	
Measurable Skill Gains	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • CRT Supportive Services and Incentives Request/Approval Form • Enter the one-day activity code in CalJOBS when disbursed. • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Documentation of MSG achievement 	Up to \$50
Job Placement	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • CRT Supportive Services and Incentives Request/ Approval Form • Enter the one-day activity code in CalJOBS the day disbursed. Note: This should be the same date the customer signs the Scrip Tracking Form • Document in the Scrip (Incentive/Supportive Services) Template in CalJOBS • Case note in CalJOBS <p><u>Fiscal Requirements</u></p> <ul style="list-style-type: none"> • Copy of SETA Employment Placement Form 	Up to \$100

Inquiries and Attachment List

For questions on this policy directive, contact William Walker at William.Walker@seta.net, or Julie Davis-Jaffe at Julie.Jaffe@seta.net.

Attachments indicated below support this policy. All attachments have been made available on SETA's website at www.seta.net under Staff Resources, or may be accessed by clicking the link below.

- [Child Dependent Care Verification Form \(fillable\)](#)
- [Employment-Placement-Form \(fillable\)](#)
- [Financial Obligation Form/ Request for Payment Form](#)
- [Financial Needs Assessment \(fillable\)](#)
- [Fiscal Transmittal-Blank Form \(tool\)](#)
- [IEP Financial Assistance \(Training/Supportive Services\) Template](#)
- [Local Training Provider Form](#)
- [Lost/Missing Receipt Declaration](#)
- [Customer Mileage Log](#)
- [Rental Verification Form \(fillable\)](#)
- [Scholarship Tuition Assistance Application Packet](#)
- [Scrip Template](#)
- [Service Agreement - SWAJCC](#)
- [CRT-Supportive Services and Incentives Request/ Approval Form](#)
- [SETA Internal Requisition Form](#)
- [SETA Internal Requisition-SCRIP Replenishment Form](#)
- [Scrip Tracking Form](#)