

Date: April 19, 2024

To: Sacramento Works Job Center (SWJC) Staff

From: Anita Maldonado, Executive Director

Subject: CSBG Supportive Services
Directive Update #2

Purpose: This directive defines policies and procedures for CSBG-funded support services through Sacramento Works Job Centers (SWJC). The directive focuses on CSBG services provided at SWJCs, rather than at delegate agency sites. This update includes an updated email address for CSBG correspondence, increases the annual limit to \$1,200, narrows the priority of service to job seekers, and makes minor changes to the SMUD assistance process to align more closely with CSBG procedures.

Eligibility: Historically, 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 (FPIG); for households receiving TANF or CalWORKS cash aid, those whose income falls at or below 125% of FPIG. In recent years, income eligibility has been expanded to 200% of FPIG. This is subject to change, so please refer to the most recent guidelines sent by the CSBG unit when determining eligibility. Job Centers will be notified of changes as soon as they occur, and revisions will be posted to the Directive Attachments. In the meantime, the current year's FPIG may be used when determining income eligibility for households; the current year's FPIG is attached to this directive as [Attachment A](#). Eligibility questions should be directed to csbg@seta.net. Job seekers are to receive priority for CSBG Job Center funds.

Policy: CSBG support services by SWJCs refer to utilities assistance, rental assistance, and scrip issued to meet specific basic needs which interfere with the household's ability to maintain self-sufficiency. Please note: rental assistance is defined as cash reimbursement for the previous month's rent. CSBG Job Center funds cannot pay for the first month's rent.

The amount per household that may be obligated for supportive services is up to \$1,200 per calendar year, subject to exceptions due to extraordinary circumstances. After \$1,200 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. Emailed or faxed signatures are acceptable. Supportive Services can be scrip,

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cash assistance, or a combination of both, where need is shown and justification is documented.

There are three types 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 – SMUD, BareBones, and Grainger.

Process:

1. When a customer contacts the SWJC for CSBG supportive services, CSBG-trained staff 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. The staff member uses the SWAJCC [Financial Needs Assessment Form \(Attachment F\)](#) to determine the extent of the financial deficit. Staff must document the results at the bottom of the Financial Needs Assessment form. 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. SETA Manager and/or Deputy Director may approve higher reimbursement amounts if needed.

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 support, including eviction avoidance assistance, housing application fees, and related rental costs. The staff 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 \(Attachment D\)](#), 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.

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.

Process for Submitting Forms to SETA's Workforce Development (CSBG Unit) and Fiscal Departments: A complete "Request for Payment" packet should be submitted to the SWJC Site Supervisor, who approves the packet and submits it to the CSBG Unit for pre-approval. Required information includes the following documents: CSBG Intake Forms A & B; CSBG income eligibility documentation; Rental Verification Form; Financial Needs Assessment Form; [Fiscal Transmittal Form - one per customer, please \(Attachment G\)](#); [Financial Obligation Form/Request for Payment Form \(Attachment H\)](#). CSBG staff reviews, approves and forwards the packet to the Fiscal Department. Once the check is ready, the SWJC staff meets with the customer to have him/her sign off on receipt of check. The SWJC staff forwards to the CSBG Unit the completed SETA Fiscal Transmittal Form, signed by the customer verifying receipt of the check, along with a copy of the endorsed check.

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

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

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 scrip purchased with CSBG funds begins with completing the CSBG intake and eligibility process with the customer. These documents are to be scanned and emailed to the CSBG Unit, along with a copy of the receipt(s), at the time of service. The use of scrip at SETA is contingent on SWAJCC staff submitting **original receipts** to Fiscal (copies to the CSBG Unit) which document scrip purchases or reimbursements for each recipient. The card(s) are issued to the customer as a reimbursement, and receipts are submitted to confirm the appropriate purchased material. Original, legible receipts are required as documentation and are to be submitted for all scrip supportive services; copies are submitted to the CSBG Unit

along with the intake form at the time of intake. 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 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 service, 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.

Scrip/Gas Card Supportive Services:

Transportation assistance may be provided in the form of gas cards to customers. Gas cards in \$25 increments are allowed for customers with automobiles. 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. Within the constraints of their contract, providers assess customer needs for work clothing, work tools, diapers, hygiene items, and food as part of the intake process. SWJCs 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. Alternatively, through BareBones Workwear and Grainger, payment can be made directly to the vendor; please see #3, Direct Payment to Vendor, below.

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, cannot be accepted. In addition, paper products and toiletries may not be included in reimbursement for food.**

CASH SUPPORTIVE SERVICES GUIDE

Type of Service	Required Documents	Limits
<p>Rental Assistance, Mortgage Assistance, or Child/Dependent Care Assistance</p>	<p><u>Program Requirements:</u></p> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment • Original signed Rental or Child/Dependent Care Verification Form including customer’s full address. • Original mortgage payment statement containing breakdown between mortgage principal, interest, and taxes. • Financial Obligation Form/Request for Payment Form verifying approval from the Job Center Supervisor and CSBG staff. <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) • SETA Fiscal Transmittal form 	<p>\$1,200 maximum per customer per program year. Additional funds can be provided with Workforce Development Manager or Deputy Director approval.</p>

Type of Service	<u>Required Documents</u>	Limits
<p>Miscellaneous supportive services are for those enrolled in CSBG funded activities. Services include:</p> <p>Transportation (bus passes/gas), food, diapers, clothing, work tools, or hygiene items.</p>	<p>Program Requirements</p> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment • Original receipts, original bills, invoices, written verification of requirements from training provider or employer <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) • <u>SETA Fiscal Transmittal form</u> <u>SMUD Only:</u> See Direct Payment to Vendors-SMUD section of this directive for procedures. 	<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 \$1,200. Additional funds can be provided with Workforce Development Manager or Deputy Director approval.</p>

SCRIP REIMBURSEMENTS

Service Type	Scrip Type	Required Documentation	Limits
<p>Gas Cards</p>	<p>Shell Safeway Raley's</p>	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment form • <u>Fiscal Requirements</u> 	<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 \$1,200.</p>

		<ul style="list-style-type: none"> • Customer Mileage Log or original receipt from any gas retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount. • Customer signature on SETA Fiscal Transmittal Form 	<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 \$1,200.</p> <p>With Supervisor and CSBG staff approval.</p>
Food	Raley's Safeway Target	<p><u>Program Requirements</u></p> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment form • Fiscal Requirements • Original receipt(s) from any grocery retailer with allowable costs in an amount at a minimum that is equal to the Scrip amount • Customer signature on SETA Fiscal Transmittal Form 	

<u>Work Clothing, Tools, Diapers, and Hygiene Items</u>	Target Raley's Safeway	<u>Program Requirements</u> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment form • <u>Fiscal Requirements</u> • Original Receipt(s) from any grocery retailer with allowable costs in the amount at a minimum that is equal to the Scrip amount. • Customer signature on SETA Fiscal Transmittal Form 	
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Type of Service	Required Documents	Limits
Bus Passes	<u>Program Requirements</u> <ul style="list-style-type: none"> • CSBG Intake and Eligibility Documents • Financial Needs Assessment Form • <u>Fiscal Requirements</u> • Customer signature on SETA Fiscal Transmittal form 	Up to \$100 for transportation per month, as part of the overall annual per-customer limit of \$1,200.

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 by Fiscal.

Replenishing Scrip and Bus Passes:

Each subsequent order of scrip will require a separate SETA Internal Requisition Form (Attachment I) for each type of scrip requested. Subsequent orders follow the same procedure as the process for initial orders, but the Site Supervisor writes “For Replenishment” at the top of the form. 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 SWJC Site Supervisor after review. When replenished, a new obligation will be entered for any additional scrip/bus passes issued.

All bus passes and scrip 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 SWJC. All scrip and bus passes not used by CSBG must be returned to Fiscal prior to the winter break to ensure expenditures are properly allocated by the end of the CSBG fiscal year (December 31).

The maintenance, provision, and safeguarding of scrip is the responsibility of designated staff within the delegate agency, SWJC, 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 - SMUD, BareBones Workwear, and Grainger

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 submitting approval to the CSBG Unit, and prior to commitment of purchase. Purchases through Grainger and BareBones WorkWear 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 identified as CSBG for funding source. 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 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 the CSBG Unit at CSBG@seta.net 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 verify the information on the SMUD bill and send the bill to SETA Fiscal by emailing to SMUDpay@seta.net before pledging 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.

C. 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 the CSBG Unit at CSBG@seta.net with a copy of the SMUD bill, 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 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 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 in the current year CSBG Job Center and MCC ITA.
- 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, using the **SMUD Pledge Template**. SETA Fiscal should be copied on the email request using SMUDpay@seta.net. SETA CSBG unit staff should also be copied, at CSBG@seta.net. **Note: Any correspondence between Staff and SMUD, including emails received from SMUD, should be immediately forwarded to 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.

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.

- Documents that must be sent to SETA CSBG Unit include: CSBG intake and eligibility documents, a completed Request for Payment Form, the SMUD bill with customer's name and account number, and the confirmation email from SMUD for the pledged amount. Please note: all SMUD documents except CSBG intake forms can be copies since Fiscal retains the other originals.

SMUD PLEDGE TEMPLATE

Instructions for Supervisors for SMUD Pledge:

Email the **SMUD Pledge Template** to SMUD's email: agency@smud.org and to SETA Fiscal's email: 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 SETA Fiscal staff.** The confirmation email must be printed out and included with documentation sent to SETA Fiscal.

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 CSBG Job Center 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 – in this case, **CSBG***

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