



## WELCOME!

Welcome to the Supportive Services Manual, your step-by-step guide for linking your clients to valuable resources in their time of need. This guide is intended to broaden your approach to case management by highlighting how you can use supportive services as a case management tool and resource. Rather than viewing supportive services merely as a way to access funds in an emergency, this guide will demonstrate how supportive services are an example of case management *in action*.

This guide was written with a dual purpose in mind. First of all, we wanted to provide you with the conceptual information behind supportive services i.e., why they were created, what purpose they serve, and how they should be used. Secondly, we wanted to address the practical concerns regarding supportive services, i.e. how to submit a request, what the request should include, etc. We hope that you will use the Supportive Services Manual as both a how-to reference guide and as a comprehensive source for supportive services information.

The manual begins with a brief **Overview** of case management and how supportive services can be used in conjunction with your client's Employment Development and Retention Plan (EDRP). The overview also describes the acts and mandates that led the Bureau of Employment and Training Programs (BETP) to dedicate funds to assist TANF families, and PWDC's role in filling in the gaps when it comes to addressing clients' emergencies. This section is also important for understanding why specific documentation is required for the request. Following the overview are five sections and an appendix of all the materials and forms related to supportive services requests.

**Section I: Preparing a Supportive Services Request:** This section illustrates the *BIG PICTURE*, and how supportive services are only one part of the equation when obtaining resources for your clients. Here you will find an explanation of the case management processes that you will need to go through prior to writing a Supportive Services request, i.e. how to review BETP and PWDC guidelines, the available supportive services and allowances, eligibility requirements, identification of other resources, documentation, and how to help your clients see this support as part of an action plan.

**Section II: Submitting a Supportive Services Request:** Here we describe how to write a supportive services request that, when coupled with the proper documentation, will be handled in a timely manner. This section will help you to write a request that is complete and will also inform you of the various steps involved in getting the request approved. At the end of this section you will find a *Sample Supportive Service Request*. Model your requests on this one!

**Section III: Responses to a Supportive Services Request:** This section explains the average turn-around time for properly written and documented requests, the three types of responses that you may receive, and recommendations for follow-up. It also includes an explanation of the appeals process, why the appeals process exists, and how to submit an appeal on behalf of your client. For your reference, examples of letters that you or your client may receive in response to supportive services requests or appeals can be found in the *Appendix* on pages 43-48.

**Section IV: Addressing Barriers to Employment** contains instructions on how to obtain Employment Portfolio documents and emergency transportation services for your clients. The Employment Portfolio is a tool to help clients gather, in one location, all of the important documents often required for employment. You will be taken, step-by-step, through the principles and processes involved with orienting your clients to the Employment Portfolio. This section will also describe the emergency transportation services that are available to your clients. These services can be used when clients have an immediate transportation issue that prevents them from attending scheduled work or training activities.

**Section V: Additional Resources** contains information on a large number of resources, including transportation, clothing, and housing that you can access for your clients. This section will also highlight the on-site Workforce Energy Center (WEC) and how the WEC Specialist can help you and your clients. Information is also included on how to use the Philly Search Online for Services (SOS) database. Philly SOS, created by the Department of Human Services (DHS), is a web-linked database of various directories and social services resources compiled for the use of social service workers and Philadelphia residents. You can use this database to help your clients search for resources outside of PWDC.

**Section VI: Appendix at a Glance** will provide you with examples of supportive services requests and Employment Portfolio forms that you will use to assist your clients. *Some forms have been revised and will look different from the ones you may currently use.* This section includes everything from a sample Birth Certificate application to the Supportive Services Request form.

We hope that you will take advantage of all this guide has to offer! We are confident that these materials will assist you in your case management functions and provide you with the resources you need to help your clients reach their training and employment goals.

Please don't hesitate to contact the Supportive Services Unit if you have questions regarding supportive services or information contained in this manual.

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## OVERVIEW: SUPPORTIVE SERVICES AS APPLIED CASE MANAGEMENT

### Case Management in Action

Let's begin with a brief definition of **case management**. First and foremost, case management is a service delivery approach. The underlying principle of case management is to provide service based on assessing the client's needs and developing a service plan known as the Employment Development and Retention Plan (EDRP). This plan is developed in collaboration with the client and reflects the client's choices and preferences for the service arrangements being developed. The goal is to empower your client and ensure that he is actively involved in all aspects of planning his future. The Case Manager's role is to coordinate the **service delivery** process to ensure that the EDRP is clearly developed and effectively monitored each step of the way. In this context, supportive services are one of the many tools and resources that you can access to help your client achieve his desired outcome.

### Case Manager / Client Relationship

As you know, the case manager/ client relationship is a fragile, yet crucial relationship that requires constant maintenance. In order to facilitate the case management process, you must develop a unique, trusting, relationship with your client. The Case Manager has multiple roles including: advocate, guidance counselor, mentor, instructor, real-world interpreter, leader, empathizer, listener, and coordinator. Through case management practices, you try to identify and understand your client's needs and wants, and not only connect your client to the proper resources (such as supportive services), but also ensure that your client uses the resources effectively to achieve individual goals. Therefore, your role as Case Manager in seeking supportive services for your client is part of the broader context of managing a service delivery plan.

### BETP & PWDC: Recognizing the Need for Additional Case Management Resources

Your clients require many of the same things that you do, including access to jobs, health care, suitable housing, quality childcare, and meaningful employment. However, given their TANF status, they require a specific plan (the EDRP) and may also require additional resources to meet these needs.

The Bureau of Employment and Training Programs (BETP) realized the need for additional resources and therefore allocated funding for this purpose. Funding for supportive services is intended to help clients when specific needs act as potential barriers to completing an employment and training program. The Family Support Act (United States, 1988) provided for the issuance of employment and training related special allowances. Also, Rivera versus White (Pennsylvania, 1992) resulted in revisions to BETP's policies and regulations on supportive services. This court decision mandated that BETP disclose specific information about supportive services, including the timeframe within which special allowances should be issued, and written notices of eligibility or ineligibility. All BETP allowances are listed in Appendix B of the Master Guidelines.

However in 2002, PWDC approached BETP to ask for coverage of additional needs and circumstances that

were not explicitly listed in the Master Guidelines, such as housing and utilities. This resulted in a new “Needs Based” supportive service category in the FY2004 Master Guidelines. The intent of this additional funding is to give PWDC the flexibility to determine the needs of its clients and provide resources. You can view a listing of these supplemental supportive service categories on page 40 of the *Appendix*.

In most cases, CAO allowances must be used before PWDC supportive services can be considered. Additional resources are available through various agencies throughout the city, and it is important that they be leveraged prior to the use of PWDC funds. Please refer to the *Appendix, pages 29-39* to view BETP’s Master Guidelines on supportive services allowances and PWDC’s Needs-Based Supportive Services. You can also refer to page for a listing of available supportive services.

## The PWDC Supportive Services Unit

In response to the new guidelines and PWDC’s desire to provide better operational support to Case Managers throughout its network of subcontracted providers, the Supportive Services Unit was formed in March 2004. The Supportive Services Unit not only provides technical support for Case Managers and other staff members in the preparation and submission of supportive services requests, but it also approves grants for routine eye and ear examinations and oversees the Employment Portfolio process. This Unit works closely with staff members, the Finance Department and training providers to centralize processes for urgent supportive services requests.

The Supportive Service Unit:

- Trains staff and providers on supportive services procedures
- Manages all requests processes
- Submits requests for authorization in a timely manner
- Requests rulings on requests (approved, delayed or denied) in a timely manner
- Tracks payments for approved requests
- Provides professional and courteous case manager/client focused services
- Provides technical assistance involving available services, documentation, CAPS information, DPW website access, and Supportive Services Request form completion



## SECTION I: PREPARING A SUPPORTIVE SERVICES REQUEST

### Doing your Research

Supportive services acquisition is a case management process for accessing additional resources for your client. As with any process, certain steps are required. Before submitting a request for supportive services, you must **determine need** by assessing the situation and the client’s background. Next, **verify your client’s eligibility** and be sure that the need can be covered by supportive services funding. To do this, first check the

eligibility criteria, then review the list of categories eligible for funding and be sure the need is not one of the excluded categories. If your client is eligible and the need is not excluded, you are ready for the next step.

Below is a checklist of the steps you need to take **prior** to submitting a request so a proper determination can be reached.

- ✓ Assess your client's need and related background information
- ✓ Verify your client's eligibility
- ✓ Check the list of available supportive services and exclusions
- ✓ Research information on other available resources
- ✓ Collect all necessary documentation
- ✓ Provide a developmental plan to help avoid the situation in the future
- ✓ Complete the Supportive Service Request form
- ✓ Complete a Check Request form
- ✓ Review your package to make sure all materials are clear and complete

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## Eligibility Requirements

Your client is eligible for supportive services funding if she meets the following criteria:

- ✓ The client is active in the program as shown through CAPS documented enrollment\*
- ✓ The client is in a specific crisis situation(s) and unable to resolve it without additional financial support
- ✓ The client is able to supply documentation that other available resources, including those offered by the County Assistance Office(CAO), have been researched, sought, and/or utilized

*\* Note: In the most extreme cases, approval may be granted during the pre-enrollment phase. Supportive services funding will not extend beyond four months and is not intended to meet recurrent or on-going needs.*

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## Available Supportive Services

- Emergency childcare
- Emergency clothing and uniform allowance
- Eyeglasses, including the initial eye exam
- Hearing aids
- Motor vehicle insurance, operator fees, purchase, rental lease or repair
- Moving/relocation expense associated with employment, documented substandard housing and/or forced eviction
- Pre-employment healthcare support
- GED testing fees
- Stipends
- Transportation- car pool, vehicle mileage, public transportation for employment or training\*

### **Needs-Based Payments May Cover:**

- Emergency rent or mortgage payment assistance
- Emergency electrical or plumbing repairs
- Delinquent utility bills
- Furniture needs due to displacement, fire or water damage not covered or replaced by insurance or disaster relief
- Emergency transportation including automobile purchase, repairs or insurance, cab fare, van pool services, SEPTA tokens, SEPTA Day-Passes, TransitChek vouchers\*

*\*Consult page 18 of this manual for more information about Emergency Transportation Services.*

## Doing Your Research

A major aspect of case management involves the identification of resources. Before approaching PWDC's Supportive Services Unit, assess your client's needs and **research information on other available resources**. This can be done by consulting the *Additional Resources* section on page 20 of this manual to determine what services are accessible through external agencies. You should also refer to the BETP Master Guidelines in the *Appendix*, pages 29-39, to check the supportive services available through the CAO.

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## Required documentation

A request for supportive services may be denied because it **lacks supporting information and documentation**. Assess whether your client has a plan for avoiding this situation in the future and document this plan in the request. For instance, to show that your client will be able to meet a financial obligation, make a written plan that documents the client's current income minus her expenses. If your client does not currently have a plan, help think of ways to address the problem in a way that reflects *her choices* and a solution that she will be able to implement successfully.

All documentation is MANDATORY and will be reviewed during audits to determine how PWDC is managing supportive service funds. Please refer to the Required Documentation Checklist on the next page and assist your client in collecting these documents prior to submitting the request.

**In order to receive supportive service funding, the client must provide documentation that illustrates the following:**

- Evidence of active participation in TWD programs as documented in CAPS or by an AMR and be in compliance with program rules and regulations.
- Detailed information demonstrating both the urgency of the need and the steps the client has taken to resolve the issue independently prior to seeking PWDC support.

Please refer to the checklist on the next page to determine what documentation is necessary for the request.

*Note: The client must be able to prove that the payment for which he is seeking assistance is his responsibility (i.e. phone bill, utility bill etc. must be in the client's name).*

## Required Documentation Checklist

### Car Purchase, Down Payment, Vehicle Repair

- ✓ Copy of a current, valid driver's license
- ✓ Insurance verification (current)
- ✓ Minimum of two repair estimates or bills of sale/repair
- ✓ For private automobile sales, detailed list of car's contents and a copy of the Blue Book value
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Explanation of need (e.g. work schedule, employer location, verification of non-available transportation due to hours, distance, etc.)
- ✓ Automobile title (private sale)
- ✓ Detailed case notes

### Motor Vehicle Insurance

- ✓ Detailed explanation of need (e.g. work schedule, employer location, verification of non-available public transportation due to hours, distance, etc.)
- ✓ Copy of a current, valid driver's license
- ✓ Insurance verification or estimate of cost (current)
- ✓ Documentation showing minimum insurance required
- ✓ Statement which indicates minimum dollar amount needed to activate insurance
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Detailed case notes

### Transportation, Car or Van Pool

- ✓ Detailed explanation of need (e.g. work schedule, employer location, verification of non-available public transportation due to hours, distance, etc.) and the approximate length of time support will be needed
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Copy of EVF indicating the employment start date and first pay date
- ✓ Detailed case notes

### Rental Assistance / Mortgage Assistance

- ✓ Lease agreement *OR* notarized letter of intent if lease is pending *PLUS* proof that the landlord owns the property (e.g. renter's license, current water bill, etc.)

- ✓ Eviction/past due notice
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Detailed statement of need, monthly income, monthly expenses and plan of action to avoid a repeat situation
- ✓ Referral to budget class
- ✓ Proof of employment, when applicable, including copy of EVF (Employment Verification Form) and current pay stub
- ✓ Detailed case notes

### Utility Assistance

- ✓ Copy of past due bill or shut-off notice in client's name (*Note: Bills must be in the client's name.*)
- ✓ Copy of the lease agreement
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Referral to budget class
- ✓ Documentation of payment plan with the utility company (PECO, PGW, Verizon, etc.)
- ✓ Resources leveraged through Energy Coordinating Agency utility assistance programs
- ✓ Detailed case notes

### Clothing Allowance

- ✓ Detailed statement of need
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Proof that The Career Wardrobe and other resources were sought and/or leveraged
- ✓ Detailed statement of total monthly income, monthly expenses
- ✓ Detailed case notes

### Relocation to Another State due to

#### Employment

- ✓ Letter from employer on company stationery or notarized letter of employment stating the expected start date
- ✓ Copy of lease agreement in the client's name or a notarized letter on official rental company letterhead when the lease is not drawn
- ✓ Documentation from an external agency that other resources were sought or leveraged to support the claim
- ✓ Detailed statement of need, monthly income,

## Required Documentation Checklist, continued...

monthly expenses and any funds that the client will contribute in support of the claim (e.g. savings, contributions from family members, etc).

- ✓ Detailed case notes

### Relocation to Another Home (Eviction/Condemnation/ Disaster)

- ✓ Letter from Department of Licenses and inspections condemning property
- ✓ Letter from a government agency advising requirement to relocate
- ✓ Proof of uninhabitable living conditions
- ✓ Notarized notice from property owner of sale of property necessitating relocation
- ✓ Documentation from an external agency that other resources were sought or leveraged to support the claim
- ✓ Detailed statement of need, monthly income, monthly expenses and any funds that the client will contribute in support of the claim (e.g. savings, contributions from family members, etc).
- ✓ Detailed case notes

### Relocation to Another Home due to Employment (Within State)

- ✓ Same as "relocation to another state" PLUS
- ✓ Identification of transportation issues impacting relocation (e.g. public transportation not available to work from current residence, distance does not allow use of private transportation to site of new employment)
- ✓ Detailed statement of need, monthly income, monthly expenses and any funds that the client will contribute in support of the claim (e.g. savings, contributions from family members, etc.)
- ✓ Detailed case notes

### Furniture / Appliances

- ✓ Proof that the client is being released from a shelter or leaving a living situation from which furniture or appliances will not be brought
- ✓ Proof that the client is moving to permanent housing (copy of signed lease or rental agreement, notarized when official letterhead is not available)
- ✓ Documentation of loss of household items as a result of fire, flood, water damage or other natural catastrophes not covered by insurance
- ✓ Loss due to theft, substantiated by a police report
- ✓ Itemized estimate or bill of sale of furniture and/or appliances
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Documentation from an external agency that other resources were sought or leveraged to support the claim
- ✓ Detailed statement of need, monthly income, monthly expenses and any funds that the client will contribute in support of the claim (e.g. savings, contributions from family members, etc.)
- ✓ Detailed case notes

### Emergency Child Care\*

- ✓ Detailed statement of need
- ✓ County Assistance Office statement of contribution or reason for denial (Form PA/FS 162 7-88)
- ✓ Itemized bill/statement from the child care provider
- ✓ Proof that CCIS support was sought and/or leveraged
- ✓ Denial or ineligibility letter from CCIS
- ✓ Statement of funds that client may have available to support the cost
- ✓ Detailed case notes

\*NOTE: Before- and/or after-care or summer camps are not eligible expenses.

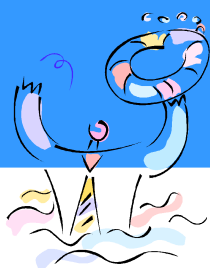
## Exclusions

PWDC will NOT fund any request for the following services:

- Carpet replacement
- Moving/relocation expenses not associated with employment or substandard/condemned conditions
- Routine home repair
- Routine repairs for plumbing, heating, or electrical
- Replacement of windows or other types of weatherization repairs
- Routine purchase of appliances

### Exclusions, continued...

- Furniture restoration, repairs, cleaning or replacement (may be considered when associated with a natural disaster or fire not covered by insurance or a government agency—limited to essentials/urgent needs)
- Routine car purchase or any other mode of transportation
- Motor vehicle or traffic violation fines
- Any type of fines, fees, or penalties including late fees and court/attorney fees
- Replacement of lost or stolen money, EBT cards, checks etc.
- Services or supplies for anyone other than the active client
- Services to a client not in compliance with the program rules and regulations
- Services after the client has been terminated for any reason



## SECTION II: SUBMITTING A SUPPORTIVE SERVICES REQUEST

### Writing for Approval

After completing these steps, you will know whether your client's request is valid and what information and documentation is required to receive approval. You are now ready to write and submit the request (including documentation) to the Supportive Services Unit. There is **one** form for submitting all requests to Supportive Services. Using one form will not only help standardize the process, but will also help you organize the information into the client's service plan, and make it easily transferable to your case notes. Please reference the *Appendix*, page 41 of this manual, to view a sample Supportive Services Request form.

This form will be the backbone of your client's supportive service request, so it is very important that it is filled out correctly. Let's go through some of the tough questions to make sure you know what your answers should include.

#### Statement of Need:

Basically, this answer should describe what the client is requesting and why. This response should answer questions such as:

- How much money does the client need?
- What will the money be used for?
- What has happened to create this situation? Is the need urgent? If so, why?
- Has the client been in compliance with program guidelines?

#### Steps taken to resolve issue and access other resources before requesting PWDC funds:

This answer should describe the actions the client has taken to resolve the issue on her own. The response should answer questions such as:

- What other resources are available to help this client? External agencies?
- Help from a family member?

- How much can the client contribute to resolve the situation?
- Has the client researched other programs/ services?

**Describe the action and follow-up steps to help prevent a recurrence:**

This response should describe to the Supportive Services Unit how the client can prevent this incident from happening in the future. This could involve a plan for how the client will budget her money in the future, a description of the steps the client will take to remove herself from a particular situation, classes that the client will take to avoid a recurrence, documentation that the client has been responsible with her expenses in the past, a plan to continue her employment, etc.

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**Sample Supportive Services Request**

On the next page is an example of a completed Supportive Service Request form. This request contains all of the information needed to make an accurate and timely determination, and meets the criteria for funding rental assistance due to a clearly demonstrated need. It includes documentation of the client's monthly income and expenses, funding she received from an additional resource, as well as her plan for managing her future finances. An actual request would include the proper documentation; i.e. a copy of her lease agreement, a CAO statement of contribution, budget class referral, proof of employment and detailed case notes.

**THE PHILADELPHIA WORKFORCE DEVELOPMENT CORPORATION**  
**TRANSITIONAL WORKFORCE DIVISION**  
**SUPPORTIVE SERVICES REQUEST FORM**

**Please Check the Appropriate Box**

**SPOC**   
  **PPY**   
  **CCP**   
  **Provider** \_\_\_\_\_

Case Manager: Jennie Jones    Extension: 2322    Today's Date: October 16, 2004  
 Client's Name: Ala Clienter  
 District: Federal  
 Social Security #: 112-33-4567

**Section A: Type of Request (Refer to Guidelines for Eligible Services)**

<input type="checkbox"/> Clothing/Uniform (Not to exceed \$175.00)	Amount Requested: _____
<input type="checkbox"/> Pre-employment Healthcare (Eye glasses up to \$200)	Amount Requested: _____
<input type="checkbox"/> Hearing aid up to \$1000, one time award)	Amount Requested: _____
<input type="checkbox"/> Transportation	Amount Requested: _____
<input type="checkbox"/> Tokens <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Zone 2 <input type="checkbox"/> Zone 3 <input type="checkbox"/> Other, Explain:	
<input checked="" type="checkbox"/> Rental / Mortgage Assistance (complete next section)	Amount Requested: <u>\$600.00</u>
<input type="checkbox"/> Utility Payment Assistance (complete Section B)	Amount Requested: _____
<input type="checkbox"/> Auto Purchase, Repair, Insurance (complete Section B)	Amount Requested: _____
<input type="checkbox"/> Relocation (complete Section C)	Amount Requested: _____
<input type="checkbox"/> Tools and equipment	Amount Requested: _____
<input type="checkbox"/> Other	Amount Requested: _____

**(Sample request continues on next page.)**

*Note: This example should be used for reference only, as all supportive services requests will be different.*

**Section B: Supportive/Background Information. Documentation required.\***

**Statement of Need:**

I am requesting \$600.00 to pay the security deposit on permanent, affordable, low-income housing for client Ala Clienter. These funds are being requested to help her avoid domestic violence and end homelessness for her and her children. While dealing with substantial barriers involving numerous incidents of domestic violence and sexual assaults, Ms. Clienter has continued to work and comply with program guidelines. She was forced to leave her home and has been living in a homeless shelter. She is not safe in her current housing situation and needs to move immediately.

**Steps taken to resolve issue and access other resources before requesting PWDC Funds:**

1. Ms. Clienter saved \$600 to cover the first month's rent
2. Housing Assistance has approved \$600.00 to pay the last month's rent
3. Ms. Clienter needs \$1800.00 total to move and she has secured \$1200.00

**Employment and Job Training Status:**

Ms. Clienter entered the SPOC Program on December 8, 2003 from the Federal District. She has been employed full-time since December 28, 2003 with International Total Services located at Philadelphia International Airport. She earns \$9.00 hourly working 30 hours a week.

**Describe the action and follow-up steps to help prevent a reoccurrence:**

The candidate has demonstrated her ability to effectively manage her expenses in order to maintain housing and meet other monthly expenses. She will continue her employment and attend budgeting classes to ensure that she takes full advantage of information available to her on managing her finances.

**Monthly Income:**

\$864.00	Net salary
<u>296.00</u>	DPW
\$1160.00	Total monthly income

**Monthly Expenses:**

\$600.00	Rent
55.00	PECO (estimate based on previous tenant)
<u>70.00</u>	Phone
\$725.00	Total monthly expenses

**\*\*NOTE: PLEASE ATTACH DETAILED SUPPORTING DOCUMENTATION FOR ALL REQUESTS. THE ORIGINAL FORM MUST BE SUBMITTED TO THE FINANCE DEPARTMENT WITH A CHECK REQUEST FORM ATTACHED, EXCEPT WHEN REQUESTING TRANSPORTATION\*\***

Staff Member Name: \_\_\_\_\_

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

Support Service Coordinator: \_\_\_\_\_

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

Request Approved By: \_\_\_\_\_

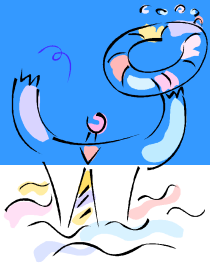
Date: \_\_\_\_\_

Vice President Approval: \_\_\_\_\_

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

Date Request Received By Finance: \_\_\_\_\_ 12

Received By: \_\_\_\_\_



## SECTION III: RESPONSES TO A SUPPORTIVE SERVICES REQUEST

### What Happens After I Submit My Client's Request?

Once you have submitted your request to the Supportive Services Unit, it will be carefully reviewed by the Supportive Service Incentive Payment (SSIP) Coordinators. First, the information is reviewed for content and clarity. This is necessary to determine if the request falls within established guidelines. Next, the SSIP Coordinator checks to ensure that the appropriate documents accompany the request including a completed Check Request form. When the information and documentation is in order, the request is forwarded to the Manager of Client & Staff Services for review prior to submitting it to the Vice President for approval.

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### Approved Requests

When the request is approved, it is returned to the SSIP Coordinator for preparation and released to the Finance Department for processing. The SSIP Coordinator notifies the client by letter that the request is approved and the approximate date that the check will be available. You will also receive a copy of the approval letter. However, if the request is denied, it is returned to the SSIP Coordinator and a denial letter is sent to both you and your client. Examples of these letters are included in the *Appendix* on pages 43-48.

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### Incomplete Requests

After the SSIP Coordinator reviews the submission, you will be contacted and told specifically what additional information or documentation is needed. You will be asked to return the updated version to the SSIP Coordinator within three (3) days in order to continue the process. When the updated information is received on time, the process continues as normal. However, when the information is not received within the requested time frame, a denial letter will be sent to you and your client advising of the missing information.

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### Partial Approval of a Request

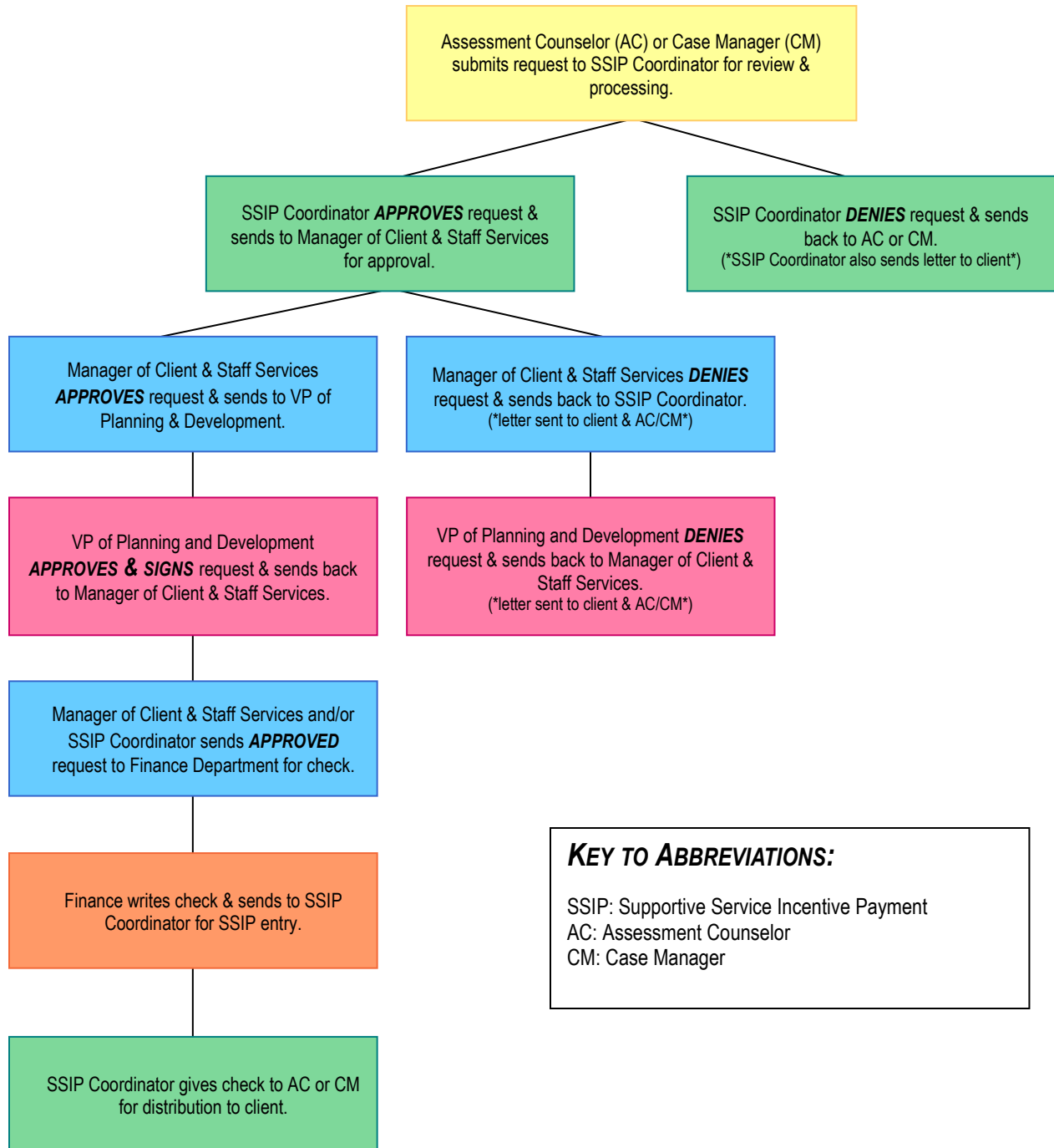
There are instances when it is necessary to reduce the amount of a supportive service request. This is called a **partial approval** and can occur when the amount of the request exceeds guideline limits, ineligible items are included in the supportive service request, or the amount of the expense is deemed unreasonable. In this situation, the request is approved and processed for a reduced dollar amount. A letter of partial approval is sent to the client with an explanation of the denied amount(s) and the reason(s) for denial. The text of the denial letter states the client's right to appeal and the steps required in order to have the decision reconsidered. The client has ten (10) days to appeal the decision.

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### Denial of a Request

A **denial** generally happens when the need is ineligible, information/documentation is incorrect, inconsistent, or incomplete, or when the client cannot prove her ability to afford the expense despite PWDC's support. As a result, the submission is denied and the client receives a letter of denial that explains the reason for denial. The text of the denial letter states the client's right to appeal and the steps required in order to have the decision reconsidered. The client has ten (10) days to appeal the decision. If your client chooses not to appeal, the case is closed. If your client would like to appeal, you should follow the steps *in Appealing a Supportive Services Request* on page 15.

## Supportive Service's Flow Chart: What Happens to My Client's Supportive Service Request?



## Appealing a Supportive Services Request:

### Appeals Process

The appeals process provides an immediate means for clients to review the reason for a denied or partially approved supportive service request. The appeals process is not only an important step in obtaining the supportive services your clients need, but is also an important step in empowering clients to resolve the issues that caused a request to be denied. You can apply your case management best practices to identify and research solutions for your clients and to help them reduce barriers to employment.

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### Preparing the Appeal

Written notification of the denied request is usually sent to the client within 24 hours of the decision. You should inform your client of the decision and review the original request and reason for denial with your client. The client may then request an appeal in writing, and supply additional documentation concerning the need. Once the client states her intention to appeal, you must inform her that she has ten (10) days to do so.

Work with your client to help determine and define the additional resources and/or documentation needed to substantiate the appeal and assist her in completing the appeal request. You must enter this information in the case notes module of CAPS and include the due date for the appeal.

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### Submitting the Appeal

When these steps have been completed you should submit the appeal with substantiating documentation to the SSIP Coordinator. The SSIP Coordinator will review the appeal for accuracy and completeness and submit it to the Manager of Client and Staff Services, who will then determine if the appeal is warranted based on the additional supporting documentation. The Manager of Client and Staff Services will then submit recommended appeals to the Vice President for funding re-consideration.

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### Ruling on the Appeal

Upon approval or denial, the Manager of Client and Staff Services will give this information to the SSIP Coordinator to enter into the SSIP database. In the event of an approved appeal, the SSIP Coordinator will send an approval/partial approval letter to the client and deliver all necessary information to the Finance Department. *A check will be issued for the appropriate agency; no checks will be issued in the name of the client.* In the event that an appeal is denied, a denial letter will be sent to the client. Whether the appeal is approved or denied, a copy of the letter will be sent to you so that you can include it in the client's file. Copies of all letters will also be sent to program management for quality control and auditing purposes. Examples of Supportive Services Response and Appeal letters are located in the *Appendix* on pages 43-48.



## SECTION IV: ADDRESSING BARRIERS TO EMPLOYMENT

### The Employment Portfolio

The Employment Portfolio helps clients gather, in one location, all of the important documents often required for employment. Very often we find that clients are ready for employment, but may not have all of the necessary information or documents that many employers require. We have resolved this issue by creating an organized guide that contains what is most commonly needed for job search activities and employment. The Employment Portfolio includes applications, contact information and instructions for obtaining each of the following:

- Birth Certificate
- Social Security Card
- Learner's Permit
- Driver's License
- Photo ID
- PA Child Abuse and History Clearance
- Credit Report
- Criminal Record Check

During assessment, clients will receive the Employment Portfolio and learn the importance of its documents. You can assist your clients with this process by helping them determine which of these documents they already have, and which are still needed. Be sure to discuss your clients' employment goals at this stage, as they will need specific documents for certain career paths.

After assessing which documents are necessary, help your clients complete the applications and gather the required documentation. Upon request, PWDC will pay fees associated with the Employment Portfolio on behalf of all clients. Social Security cards and the first credit report are free. These requests do not require any documentation of need or income/expense information. For all other requests, simply complete a Supportive Service Request form and submit it with the appropriate application. You can get these forms from anyone in the Supportive Services Unit or you can get them directly from the agency's website. The agencies' websites are listed on the next page with a brief description of some of the documents included in the Employment Portfolio and why these documents are necessary for employment.

Examples of all Employment Portfolio forms and applications are gathered together in the *Appendix* on pages 49-55.

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### Case Management Principles

The case management principles guiding the spirit and purpose of the Employment Portfolio are as follows:

- Provide the immediate distribution of supportive service funding to clients who need to obtain identifying documents for possible employment.
- Streamline the procedures involved with administering, recording and reporting supportive services funding for Employment Portfolio documents.
- Create opportunities for Assessment Counselors and/or Case Managers to remove or reduce possible barriers to employment for the client.

## **Employment Portfolio Documents**

### **Birth Certificate**

Although your client's employer may not require a copy of the birth certificate to begin work, the employer will most certainly need your client's Social Security card, driver's license, and/or photo ID. However, to obtain these documents your client will need to have a Birth Certificate to prove her age and identity. Therefore, the birth certificate is often necessary for a client who is missing or does not have a Social Security card, learner's permit, driver's license or photo ID.

[www.dsf.health.state.pa.us/health/](http://www.dsf.health.state.pa.us/health/)

### **Social Security Card**

In order to work legally in the United States, you must have a Social Security card that proves your identity, citizenship and eligibility to work in the United States. If your client does not have a Social Security card, or cannot find it, she will need to obtain one prior to beginning her employment.

[www.socialsecurity.gov/online/ss-5.html](http://www.socialsecurity.gov/online/ss-5.html)

### **Criminal Background Check**

Criminal background checks are sometimes necessary for employment and/or training purposes. Professions such as nursing, teaching, childcare, banking, credit merchants, retail, etc. may require that clients undergo a criminal record check as a criterion for obtaining employment. PWDC will sponsor and process requests made by clients for criminal background checks at no cost. In order to obtain a criminal background check, Assessment Counselors or Case Managers must obtain a signed release form from clients along with the completed Criminal Background Check application.

<http://www.dpw.state.pa.us/General/FormsPub/003671038.htm>

### **Child Abuse Clearance Request**

Frequently clients express a desire or interest in working in a school or childcare environment. Often, individuals are required to have child abuse clearance prior to employment in these fields. Such requests are generally accepted and processed as a supportive service request.

[www.dpw.state.pa.us/General/FormsPub/003671038.htm](http://www.dpw.state.pa.us/General/FormsPub/003671038.htm)

### **Pennsylvania Learner's Permit, Driver's License & Renewal License**

Clients frequently express a need or desire to obtain a Pennsylvania learner's permit, driver's license or a renewal license. The request is often made as a result of choosing an employment path that requires a valid driver's license. The license can also be used as an official form of identification. Such requests are generally accepted and processed as a supportive service request.

<http://www.dmv.state.pa.us/forms/index.shtml>

### **Pennsylvania Non – Driver's Photo Identification Card**

Frequently clients are in need of proper and official picture identification for employment and/or training purposes. Clients may not have proper identification or the means by which to obtain proper identification. Therefore, requests for a non-driver photo ID card are generally accepted and processed as a supportive service request.

<http://www.dmv.state.pa.us/forms/index.shtml>

## Employment Portfolio Easy Reference Sheet

Document	Receiver	Cost	Check Release	Results
Birth Certificate	Client	\$10.00	Agency	Mailed directly to client
Birth Certificate (out of state)	Client	Varies	Client	Client handles directly with agency
Social Security Card	Client	Free	Client	Client handles directly with agency
PA Learner's Permit (new)	Client	\$31.00	Client	Client handles directly with agency
PA Learner's Permit (replacement)	Client	\$5.00	Client	Client handles directly with agency
PA Driver's License (new)	Client	\$31.00	Client	Client handles directly with agency
PA Driver's License (replacement)	Client	\$26.00	Client	Client handles directly with agency
Non-Driver's Photo ID (new)	Client	\$10.00	Client	Client handles directly with agency
Non-Driver's Photo ID (replacement)	Client	\$10.00	Client	Client handles directly with agency
Child Abuse History	Client	\$10.00	Agency	Mailed directly to client
First Credit Report	Client	Free	Client	Mailed directly to client
Additional Credit Reports	Client	\$9.00	Client	Mailed directly to client
Criminal Background Check	Client	\$10.00	Agency	Mailed directly to client

### Emergency Transportation Services

There are often instances when a client reports that she cannot attend her scheduled work or training activity because of a transportation problem. As an additional case management resource, the supportive services policy provides funding to assist your client with effective means of transportation in emergencies. There are four resources available to provide emergency-based supportive services for transportation needs: SEPTA Tokens, SEPTA Day-Passes, Transit Chek vouchers, and Yellow Cab taxi vouchers.

### SEPTA Tokens

SEPTA tokens are issued to clients in urgent situations. Sometimes situations arise when clients have yet to receive a transportation allowance from the CAO and need transportation assistance to meet program participation guidelines. In this case, SEPTA tokens are available, but you must also resolve any special

allowance issues with the CAO. Tokens may also be issued at your discretion for clients who have depleted their transportation allowance or are in need of a ride home. In such cases, you are required to remind clients that they have already been awarded transportation special allowances by the County Assistance Office for that expressed purpose. In all of these situations you will need to record the issue in the case narrative and in a "token log" to be reconciled with supportive services.

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### **SEPTA Day-Pass**

SEPTA Day-Passes should be issued under the same circumstances as SEPTA tokens. The difference, however, is that *SEPTA Day-Passes are issued to clients who must attend to multiple appointments in a given day, for which the issuance of several tokens would be more expensive than the issuance of a Day-Pass.* Clients receive a Day-Pass holder which is activated the first time it is used. The SEPTA Cashier or Bus Operator peels off the sticker located on the back of the holder and affixes it to the face of a dated transfer. The Day-Pass is then valid for the duration of the day on SEPTA Transit and Regional Rail.

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### **TransitChek Vouchers**

TransitChek vouchers are available in the following dollar denominations (\$15, \$20, \$30, \$35). Vouchers can be issued to clients for redemption of tokens, tickets or trans-passes at offices of any of the following regional transportation agencies: SEPTA, PATCO, NJ Transit, Amtrak, DART (Delaware) and Vanpool of New Jersey. The SSIP Coordinator will issue TransitChek vouchers to your clients after you have submitted a completed and authorized Supportive Service Request form. The request must indicate the nature of the emergency and why other resources are not available. For locations and telephone numbers of regional transportation agencies at which TransitChek vouchers are redeemable, please contact any SSIP Coordinator.

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### **Taxi Vouchers\***

Taxi vouchers are available in the following dollar denominations (\$1, \$ 5, and \$10). Taxi vouchers can be issued to a client for point-to-point transportation when public transportation is either impractical or too time-consuming for the specific emergency. Taxi vouchers may also be issued to a staff member if it appears more appropriate to accompany the client to the destination than to allow her to travel alone. The SSIP Coordinator will issue taxi vouchers after you have submitted a completed and authorized Supportive Service Request form. The request must indicate the nature of the emergency and why other resources are not available. Once the voucher has been obtained, call the Yellow Cab Company for service.

*\*Note: Emergency-based supportive services for taxi transportation will be approved only to support clients in the event of a sudden onset of a medical condition, accident, family emergency or crisis which requires urgent or immediate attention but not to the extent that transportation by ambulance is required.*



## SECTION V: ADDITIONAL RESOURCES

This section provides a listing of a wide variety of resources that are available city-wide. Please consult this listing for the availability of funding **prior** to seeking supportive services from PWDC.

### Philly SOS Resource Database

Philly SOS is a comprehensive resource database that contains information on thousands of social services programs/agencies in Philadelphia. Users can search by Keyword, Alphabetically, by Target Group, by Zip Code or by Service Category. Philly SOS is the most up-to-date, centrally located source of information for Social Services programs in Philadelphia. To access the database:

- Type <http://dhs.phila.gov>
- On the right side of the page, click the link for Philly SOS
- Begin your search!

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### Workforce Energy Center (WEC)

Given the significant number of supportive services requests related to utility problems, PWDC established an on-site Workforce Energy Center (WEC) to provide immediate energy and utility assistance. The WEC is located on the second floor of PWDC and is staffed by a WEC Specialist from the Energy Coordinating Agency (ECA). You may contact the WEC Specialist for assistance via email, telephone, or a drop-in appointment. The WEC Specialist will be able to help you and your client by providing training, technical assistance, resource and referral support, and counseling on energy-related issues. If your client has an energy or utility-related barrier that you are unable to resolve, simply email, call or visit the WEC Specialist for assistance.

Henry Will, WEC Specialist  
215.557.2827  
hwill@pwdc.org

The WEC is connected to a city-wide system of Neighborhood Energy Centers (NEC) where your clients may access energy assistance services in a location close to their homes. PWDC has collaborated with these agencies to provide priority assistance for your clients. You can refer your clients directly to any one of the ten NECs by using the NEC Letter of Referral.\*

*The NEC Referral process is simple, just follow these steps:*

1. Provide your client with a NEC Letter of Referral. (This letter will be sent to you via email after you attend the WEC training. Print this letter and the NEC map and give it to your client. You may also request the letter from the WEC Specialist if you do not have a copy.)
2. Inform your client that she may attend the NEC of her choice. Because a PWDC client receives priority at the NECs, you should advise your client to bring the Letter of Referral with her. The client will also need to bring the required documentation to apply for programs and services.

\*You can view a copy of the NEC Referral Letter along with the NEC Map in the *Appendix*, on pages 58-59 of this manual.

### Utilities Resources

NEC	Address	Phone Number	Funds Available
	LIHEAP 4601 Market Street, Ground Floor Philadelphia, PA 19139	HOTLINE: 215.684.6100	Federal grant to help pay primary or secondary heating bills.
<b>X</b>	Carroll Park Community Council 5218 Master Street Philadelphia, PA 19131	215.877.1157	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, Etc.
	Casa del Carmen 4400 Reese Street Philadelphia, PA 19140	215.329.5660	UESF
	Catholic Social Services 227 N. 18th Street Philadelphia, PA 19103	215.587.3900 (intake)	Limited funds available, eligibility determined through comprehensive assessment with a social worker.
	Catholic Social Services 6214 Grays Avenue Philadelphia, PA 19142	215.724.8550	Limited funds available, eligibility determined through comprehensive assessment with a social worker.
	Catholic Social Services 7340 Jackson Street Philadelphia, PA 19136	215.624.5920	Limited funds available, eligibility determined through comprehensive assessment with a social worker.
<b>X</b>	Congreso de Latinos Unidos 216 W. Somerset Street Philadelphia, PA 19133	215.763.8870	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
	Community Legal Services Energy Unit 1424 Chestnut Street, 5th Floor Philadelphia, PA 19102	215.981.3777	Legal advice and representation concerning utility disputes for low-income customers.
<b>X</b>	Diversified Community Services Dixon House 1920 S. 20th Street Philadelphia, PA 19145	215.336.5505	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
<b>X</b>	Germantown Settlement 5538 Wayne Avenue Philadelphia PA 19114	215.849.3105 215.849.3104	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
<b>X</b>	GPASS 4943 N. 5th Street Philadelphia, PA 19120	215.456.1662	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
	Energy Coordinating Agency 1924 Arch Street Philadelphia, PA 19103	215.568.7190	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
	Emergency Repairs Hotline	215.448.2160	Plumbing, electrical, and structural repairs for low-income homeowners.

**Key to abbreviations for utility services:**

NEC = Neighborhood Energy Center  
UESF= Utility Emergency Services Funding  
LIHEAP= Low Income Energy Assistance Program

### Utilities Resources, continued...

NEC	Address	Phone Number	Funds Available
✕	Friends Neighborhood Guild 704 W. Girard Avenue Philadelphia, PA 19123	215.923.1544	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
	Heater Hotline	215.568.7190 (phone intake only)	Provides emergency heater repair for homeowners.
✕	New Kensington CDC 2513 Frankford Avenue Philadelphia, PA 19125	215.427.0350	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
	Philadelphia Gas Works Customer Responsibility Program	215.684.6100	Percent of income payment plan for low-income customers, apply at any PGW Service Center.
	Phila. Housing Development Corp. 1234 Market Street, 17th Floor Philadelphia, PA 19107	215.448.2161	Weatherization Assistance Program (WAP), Home Improvement Program (HIP).
	Phila. Water Revenue Assist. Program 2761 N. 22nd Street Philadelphia, PA 19132	215.686.6880	Water bill credits & grants, LIHEAP, Crisis Grants, UESF, referrals to WRB.
	Phila. Water Revenue Assist. Program 9129 E. Roosevelt Boulevard Philadelphia, PA 19114	215.686.6880	Water bill credits & grants, LIHEAP, Crisis Grants, UESF, referrals to WRB.
	Phila. Water Revenue Assist. Program 1401 J.F.K. Boulevard Philadelphia, PA 19102	215.686.6880	Water bill credits & grants, LIHEAP, Crisis Grants, UESF, referrals to WRB.
	Salvation Army 704 N. Broad Street Philadelphia, PA 19130	215.288.3287	UESF
✕	South Lehigh Action Council 2211-2213 W. Sergeant Street Philadelphia, PA 19132	215.229.1669 x302	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
✕	South West CDC 6328 Paschall Avenue Philadelphia, PA 19142	215.729.1091	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.
✕	United Communities 2029 S. 8th Street Philadelphia, PA 19148	215.467.8700	LIHEAP, Crisis Grants, UESF, Weatherization, Energy Conservation Education and Services, etc.

**Key to abbreviations for utility services:**

NEC = Neighborhood Energy Center  
UESF= Utility Emergency Services Funding  
LIHEAP= Low Income Energy Assistance Program

## Housing Resources

### ***Homeowner's Emergency Mortgage Assistance Program (HEMAP):***

Loan program to help bring delinquent payments current.

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Acorn Housing Corporation  
846 N. Broad Street  
Philadelphia, PA 19130  
215.765.1221

Germantown Settlement  
218 W. Chelton Avenue  
Philadelphia, PA 19144  
215.849.6026

Housing Association of Delaware Valley  
658 N. Watts Street  
Philadelphia, PA 19123  
215.978.0224

CCCS of Delaware Valley  
1515 Market Street  
Philadelphia, PA 19102  
215.563.5665

Hispanic Association of Contractors &  
Enterprises (HACE)  
167 W. Allegheny Avenue, 2nd Floor  
Philadelphia, PA 19140  
215.426.8025

Northwest Counseling Service  
5001 N. Broad Street  
Philadelphia, PA 19141  
215.324.7500

CDC of Frankford  
4620 Griscom Street  
Philadelphia, PA 19124  
215.744.2905

Housing Association of Delaware Valley  
1500 Walnut Street, Suite 601  
Philadelphia, PA 19102  
215.515.6010

Philadelphia Council for Comm.  
Advancement  
100 N. 17th Street, Suite 600  
Philadelphia, PA 19103  
215.567.7803

### ***Housing Counseling Agencies***

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Acorn Housing Corporation  
846 N. Broad Street  
Philadelphia, PA 19130  
215.765.1221

Concilio  
705-709 N. Franklin Street  
Philadelphia, PA 19123  
215.627.3100

Germantown Settlement  
218 W. Chelton Avenue  
Philadelphia, PA 19144  
215.849.3104

Asociación de Puertorriqueños en Marcha  
600 W. Diamond Street  
Philadelphia, PA 19122  
215.235.6070

Congreso de Latinos Unidos  
216 W. Somerset Street  
Philadelphia, PA 19133  
215.763.8870

Hispanica Association of Contractors &  
Enterprises (HACE)  
167 W. Allegheny Avenue, 2nd Floor  
Philadelphia, PA 19140  
215.426.1151

Carroll Park Community Council  
5218 Master Street  
Philadelphia, PA 19131  
215.877.1157

Diversified Community Services  
Dixon House  
1920 S. 20th Street  
Philadelphia, PA 19145  
215.336.3511

Intercultural Family Services  
4225 Chestnut Street  
Philadelphia, PA 19104  
215.386.1298

Centro Pedro Claver  
3565 N. 7th Street  
Philadelphia, PA 19140  
215.227.7111

Frankford CDC  
4625 Frankford Avenue  
Philadelphia, PA 19124  
215.743.9201

Korean Community Development Services  
Center  
6053 N. 5th Street  
Philadelphia, PA 19120  
215.276.8830

## Housing Resources, continued...

### *Housing Counseling Agencies, continued*

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Mt. Airy USA  
6703 Germantown Avenue, Suite 200  
Philadelphia, PA 19119  
215.844.6021

New Kensington CDC  
2513-15 Frankford Avenue  
Philadelphia, PA 19125  
215.426.8723

Northwest Counseling Service  
5001 N. Broad Street  
Philadelphia, PA 19141  
215.324.7500

Nueva Esperanza  
4261 N. 5th Street  
Philadelphia, PA 19140  
215.324.0746

Philadelphia Council for Community  
Advancement  
100 N.17th Street, Suite 600  
Philadelphia, PA 19103  
215.567.7803

South of South Neighborhood Association  
1711 South Street  
Philadelphia, PA 19146  
215.732.8446

Southwest CDC  
6328 Paschall Avenue  
Philadelphia, PA 19142  
215.729.3948

Tenant's Action Group (TAG)  
21 S. 12<sup>th</sup> Street  
Philadelphia, PA 19107  
215.575.0700

The Partnership CDC  
4020 Market Street, Suite 100  
Philadelphia, PA 19104  
215.662.1612

United Communities Southeast  
Philadelphia  
2029 S. 8th Street  
Philadelphia, PA 19148  
215.467.8700

Urban League of Philadelphia  
Ten Penn Center  
1801 Market Street, Suite 250  
Philadelphia, PA 19103  
215.561.6070

West Oak Lane CDC  
6259 Limekin Pike  
Philadelphia, PA 19141  
215.224.0880

### *Housing Assistance Program (HAP)*

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Provides subsidies that allow families or senior citizens to pay a percentage of their rent while other government programs subsidize the rest.

Department of Housing & Urban Development  
100 Penn Square East  
Philadelphia, PA 19107  
215.656.0509

### *Office of Housing & Community Development (OHCD)*

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Philadelphia's funding agency for neighborhood organizations that are building or rehabilitating housing for low income families or individuals with special needs.

1234 Market Street  
Philadelphia, PA 19103  
215.686.9727

## Healthcare Resources

### *MOMobile Services*

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Germantown Community Health Services  
One Penn Boulevard  
Philadelphia, PA 19144  
215.951.8089

Health Center #4  
4400 Haverford Avenue  
Philadelphia, PA 19104  
215.685.7693

Health Center #10  
2230 Cottman Avenue  
Philadelphia, PA 19149  
215.725.8030

Latina MOMobile  
Medical Arts Building  
100 E. Lehigh Avenue, Suite 107A  
Philadelphia, PA 19133  
215.707.1010

MOMobile  
703 N. 8th Street, 1st Floor Rear  
Philadelphia, PA 19146  
215.627.7390

MOMobile/YMCA/Early Head Start  
2000 Mifflin Street  
Philadelphia, PA 19146  
215.551.6330

Strawberry Mansion Health Center  
2840 W. Dauphin Street  
Philadelphia, PA 19132  
215.763.9114

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## Transportation Resources

### *Transportation Services*

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Wheels Inc.  
TRIP Center  
928 Market Street  
Philadelphia, PA 19107  
215.563.2000

Share-A-Ride Program  
111 S. Independence Mall East  
8th Floor  
Philadelphia, PA 19106  
215.238.2861

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## Clothing Resources

### *Salvation Army*

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5830 Rising Sun Avenue  
Philadelphia, PA 19120  
215.722.5447

2601 N. 11th Street  
Philadelphia, PA 19133  
215.225.2700

4344 Frankford Avenue  
Philadelphia, PA 19124  
215.288.3596

4th & Oxford Streets  
Box 37012  
Philadelphia, PA 19122  
215.236.5544

1920 E. Allegheny Avenue  
Philadelphia, PA 19134  
215.739.2365

6730 Ridge Avenue  
Box 26009  
Philadelphia, PA 19128  
215.483.4120

1340 Brown Street  
Philadelphia, PA 19123  
215.763.6015

## Clothing Resources, continued...

### *Salvation Army, continued...*

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5501 Market Street  
Box 16674  
Philadelphia, PA 19139  
215.474.1009

4051 Ford Road  
Philadelphia, PA 19131  
215.871.3303

5522 Arch Street  
Philadelphia, PA 19139  
215.471.0500

### *Goodwill Industries*

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1490 E. Erie Avenue  
Philadelphia, PA 19124  
215.288.8680

534 South Street  
Philadelphia, PA 19147  
267.671.0116

2601 S. Front Street  
Philadelphia, PA 19148  
215.463.5054

2200 W. Passyunk Avenue  
Philadelphia, PA 19145  
215.755.1320

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## Clothing & Household Resources

American Thrift Stores  
6900 Elmwood Avenue  
Philadelphia, PA 19142  
215.365.9755

The Career Wardrobe  
1211 Chestnut Street  
Philadelphia, PA 19107  
215.568.6693

First Class Seconds  
141 S. 60th Street  
Philadelphia, PA 19139  
215.474.3060

American Thrift Stores  
747 Wolf Street  
Philadelphia, PA 19148  
215.336.6626

Chestnut Hill Hospital Bargain  
8624 Germantown Avenue, Suite B  
Philadelphia, PA 19118  
215.248.1835

Global Thrift  
33 W. Girard Avenue  
Philadelphia, PA 19123  
215.739.4030

Bargain Thrift Center  
5261 Germantown Avenue  
Philadelphia, PA 19144  
215.849.3225

Circle Thrift  
2007 Frankford Avenue  
Philadelphia, PA 19125  
215.423.5060

Hope on 7th Street  
700 Bainbridge Street  
Philadelphia, PA 19147  
215.413.2301

Beehive Thrift Store  
7135 Rising Sun Avenue  
Philadelphia, PA 19111  
215.728.1130

Danielle's Thrift Shop  
7108 Castor Avenue  
Philadelphia, PA 19149  
215.342.4992

Jeanes Hospital Opportunity Shoppe  
7963 Oxford Avenue  
Philadelphia, PA 19111  
215.342.8444

Burlhome Thrift Shop  
7106 Rising Sun Avenue  
Philadelphia, PA 19111  
215.742.8877

Encore Thrift Shoppe  
7616 Ogontz Avenue  
Philadelphia, PA 19150  
215.927.4110

Lighthouse Thrift Shop  
398 E. Godfrey Avenue  
Philadelphia, PA 19120  
215.745.8780

### **Clothing & Household Resources, continued...**

Mary Mason Community  
3900 Ford Road, Suite 10  
Philadelphia, PA 19131  
215.877.6200

Project Home Discount Clothing  
1515 Fairmount Avenue  
Philadelphia, PA 19130  
215.232.7272

St. Benedict's Thrift Shop  
439 W. Girard Avenue  
Philadelphia, PA 19123  
215.235.1848

New For You  
5115 Germantown Avenue  
Philadelphia, PA 19144  
215.438.7399

Second Editions  
7104 Germantown Avenue  
Philadelphia, PA 19119  
215.242.3430

Thrift Oil Company  
1701 S. 25th Street  
Philadelphia, PA 19145  
215.389.4400

Oliver Young Appliance Center  
4200 Aspen Street  
Philadelphia, PA 19104  
215.386.4943

Second Mile Center  
214 S. 45th Street  
Philadelphia, PA 19104  
215.662.1663

Total Thrift Store  
1620 Margaret Street  
Philadelphia, PA 19124  
215.289.5210

Perry's Thrift Store  
5215 W. Girard Avenue  
Philadelphia, PA 19131  
215.877.9509

Seconds on South  
1635 South Street  
Philadelphia, PA 19146  
215.732.8151

Toviah Thrift Shop  
4211 Chestnut Street  
Philadelphia, PA 19104  
215.382.7251

Philadelphia Committee to End  
Homelessness  
802 N. Broad Street  
Philadelphia, PA 19130  
215.232.2300

Society of St. Vincent De Paul  
2031 W. Oregon Avenue  
Philadelphia, PA 19145  
215.334.9697

Trevor's Thrift Shop  
6208 Lancaster Avenue  
Philadelphia, PA 19151  
215.879.5707

Pieces Consignment  
1540 South Street  
Philadelphia, PA 19146  
215.545.0506

Star Work Uniform  
5922 Lansdowne Avenue  
Philadelphia, PA 19151  
215.477.9062

White Elephant Boutique  
6914 Torresdale Avenue  
Philadelphia, PA 19135  
215.624.8072



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## BETP Master Guidelines Supportive Service Allowances

Supportive Service	Provided by CAO	Provided by Contractor
BOOKS and SUPPLIES	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$500.</li> <li>• As required for education and training.</li> <li>• Must verify items are required for participation.</li> <li>• Payment is not available from federal, state, or other educational grants.</li> <li>• Non-recurring only.</li> <li>• Pre-expenditure approval required.</li> </ul>	<p>N/A                      NOTE: May be provided as part of training costs if needed for specific course.</p>
CHILDCARE	<ul style="list-style-type: none"> <li>• Limited to actual cost up the maximum allowances in CAHB 138, Appendix K.</li> <li>• As required for education and training.</li> <li>• Child must be under 13 or be 13 or older and physically or mentally handicapped or under court order requiring adult supervision.</li> <li>• Payment is not made for care provided by biological or adoptive parent, legal guardian, stepparent living in the home, essential persons or other members of the child's budget group or business entities owned by those persons.</li> <li>• Payment must be reasonably related to the hours of ETP participation.</li> <li>• See CAHB 138 for additional provisions and exceptions.</li> </ul>	N/A
CHILDCARE CLOTHING and UNIFORMS	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$150.</li> <li>• Once per job search.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Includes personal grooming items.</li> <li>• Receipts are not required.</li> <li>• Pre-expenditure approval required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$175 per enrollment year.</li> <li>• CAO allowance must be utilized first.</li> <li>• As required for education and training.</li> <li>• Includes personal grooming items.</li> <li>• Receipts are not required.</li> <li>• Pre-expenditure approval required.</li> </ul>

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
EQUIPMENT and TOOLS	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$2000.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Must verify items are required for participation or to accept employment.</li> <li>• Payment is not available from federal, state, or other educational grants.</li> <li>• Non-recurring only.</li> <li>• Pre-expenditure approval required.</li> </ul>	<p>N/A</p> <p>NOTE: May be provided as part of training costs if needed for specific course.</p>
EYEGLASSES	N/A	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$100.</li> <li>• One-time payment only.</li> <li>• Includes cost of vision examination that determines need for eyeglasses.</li> <li>• Pre-expenditure approval required.</li> </ul>
EDUCATION and TRAINING FEES	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$250.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Includes fees for testing, enrollment, and registration that are required to accept employment or to enroll or participate in education and training.</li> <li>• Need and cost must be verified.</li> <li>• Non-recurring only.</li> <li>• Pre-expenditure approval required.</li> </ul> <p>NOTE: Tuition is not a fee.</p>	N/A
HEARING AIDS	N/A	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1000.</li> <li>• One-time payment only.</li> <li>• Includes cost of hearing examination that determines need for hearing aid.</li> <li>• Pre-expenditure approval required.</li> </ul> <p>NOTE: Medical Assistance pays for hearing aid batteries and repairs and service.</p>

## BETP Master Guidelines

### Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
LODGING and MEALS	<ul style="list-style-type: none"> <li>• Limited to actual cost up to maximum rates established by the Office of the Budget and the Office of Administration and found at CAHB 138 Appendix A unless lodging at the maximum rate cannot be located or the participant is required to stay at a specific location.</li> <li>• Must be needed while away from home overnight to apply for employment or education and training or to education and training.</li> <li>• As required for education and training.</li> <li>• Pre-expenditure approval required. NOTE: Food Stamp recipients are not eligible for special allowances for meals.</li> </ul>	N/A
MOTOR VEHICLE, Insurance	N/A	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1500 per enrollment year.</li> <li>• Least expensive, minimum required coverage payable in the smallest increment available.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval required.</li> </ul>
MOTOR VEHICLE Operator Fees	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$200.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Includes fees for license, license plate, registration, state inspection and emission control.</li> <li>• Need and cost must be verified.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1300 per enrollment year and in combination with costs for motor vehicle purchase, rental, and repair.</li> <li>• CAO allowance must be utilized first.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Need and cost must be verified.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
<p>MOTOR VEHICLE Purchase or Down-payment</p>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$750.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Must be needed to accept new employment, retain current employment, participate in education and training, or to take child to child care while working or participating in education and training.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Vehicle should have current state inspection and be in good operating order.</li> <li>• May be issued as a down-payment if it is reasonably expected the client can make monthly payments.</li> <li>• May include related fees such as title and registration.</li> <li>• May not include rental or leasing payments or payments toward an existing loan.</li> <li>• Need and cost must be verified.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1300 per enrollment year and in combination with costs for motor vehicle operator fees, rental, and repair.</li> <li>• CAO allowance must be utilized first.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Must be needed to accept new employment, retain current employment, participate in education and training, or to take child to child care while working or participating in education and training.</li> <li>• EXCEPTION: Participants in the Welfare to Work Program may not receive an allowance from the contractor for the purchase of or down-payment on a motor vehicle.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Vehicle should have current state inspection and be in good operating order.</li> <li>• May be issued as a down-payment if it is reasonably expected the client can make monthly payments.</li> <li>• May include related fees such as title and registration.</li> <li>• May not include payments towards an existing loan.</li> <li>• Need and cost must be verified.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>

**BETP Master Guidelines**  
**Supportive Service Allowances, continued...**

Supportive Service	Provided by CAO	Provided by Contractor
MOTOR VEHICLE Rental or Lease	N/A	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1300 per enrollment year and in combination with costs for motor vehicle operator fees, purchase, or repair.</li> <li>• CAO allowance must be utilized first.</li> <li>• Once per new job.</li> <li>• As required for education and training.</li> <li>• Must be needed to accept new employment, retain current employment, participate in education and training, or to take child to child care while working or participating in education and training.</li> <li>• EXCEPTION: Participants enrolled in the Welfare to Work Program may not receive an allowance from the contractor for the rental or leasing of a motor vehicle.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Vehicle should have current state inspection and be in good operating order.</li> <li>• May be issued as a payment if it is reasonably expected the client can make monthly payments.</li> <li>• Need and cost must be verified.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
MOTOR VEHICLE REPAIR	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$400.</li> <li>• As required for education and training.</li> <li>• Must be needed to accept new employment, retain current employment, participate in education and training, or to take child to child care while working or participating in education and training.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Once per new job.</li> <li>• Need and cost must be verified.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$1300 per enrollment year and in combination with costs for motor vehicle operator fees, purchase or rental.</li> <li>• CAO allowance must be utilized first.</li> <li>• Must be needed to accept new employment, retain current employment, participate in education and training, or to take child to child care while working or participating in education and training.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Need and cost must be verified.</li> <li>• Must be issued as a restricted endorsement.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>
MOVING and LABOR COSTS	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$200.</li> <li>• Once in a twelve-month period.</li> <li>• Needed to accept gainful, permanent employment.</li> <li>• Subject to the restrictions found at CAHB 138.51.</li> <li>• Need, cost, and proof of employment must be verified.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$800.</li> <li>• CAO allowance must be utilized first.</li> <li>• Once in a twelve-month period.</li> <li>• Needed to accept gainful, permanent employment.</li> <li>• Subject to the restrictions found at CAHB 138.51.</li> <li>• Need, cost, and proof of employment must be verified.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>
NEEDS-BASED PAYMENT	N/A	<ul style="list-style-type: none"> <li>• As required to alleviate needs not already covered by other supportive services allowances.</li> <li>• May not exceed \$50 per week.</li> </ul>

### BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
PRE-EMPLOYMENT HEALTH CARE SUPPORT	N/A	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$600 per enrollment year.</li> <li>• Includes dental and other related items and services.</li> <li>• May also include services necessary to attend education and training or to apply for or accept employment.</li> <li>• NOTE: Contractor should consult with the CAO or Office of Vocational Rehabilitation (OVR) to confirm Medical Assistance coverage of needed items or services.</li> </ul>
PROFESSIONAL FEES	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$250.</li> <li>• Once per new job.</li> <li>• Includes, but is not limited to, fees for bonding, certifying, licensing, insuring, and union dues.</li> <li>• May be authorized up to date of first pay-check.</li> <li>• Pre-expenditure approval required.</li> </ul>	N/A
STIPENDS	N/A	<ul style="list-style-type: none"> <li>• Payment based on attendance.</li> <li>• Monthly payment cannot exceed the corresponding Family Size Allowance found in CAHB 168 Appendix C.</li> <li>• Limited to six months.</li> </ul>

**BETP Master Guidelines**  
**Supportive Service Allowances, continued...**

Supportive Service	Provided by CAO	Provided by Contractor
TRANSPORTATION Air or Rail Transport	<ul style="list-style-type: none"> <li>• Limited to actual cost at the lowest rate available.</li> <li>• Needed to attend education and training or job interview or to accept employment.</li> <li>• Restricted to initial interview or temporary relocation at long distance training site.</li> <li>• Other types of transportation are not available, are less practical, or are more costly.</li> <li>• Need and cost must be verified.</li> <li>• Pre-expenditure approval by management level or designee required.</li> </ul>	N/A

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
TRANSPORTATION Car Pool or Van Service	<ul style="list-style-type: none"> <li>• Limited to actual cost of either proportionate share or flat fee up to \$250 per month.</li> <li>• May be recurring or non-recurring.</li> <li>• May be issued to apply for or to participate in education and training.                             <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:                             <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost of either proportionate share or flat fee up to \$150 per month.</li> <li>• CAO allowance must be utilized first.</li> <li>• May be recurring or non-recurring.</li> <li>• May be issued to apply for or to participate in education and training.                             <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:                             <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
TRANSPORTATION Private Motor Vehicle Mileage	<ul style="list-style-type: none"> <li>• Limited to 12 cents per mile.</li> <li>• Limited to actual cost up to \$250 per month.</li> <li>• May be issued to apply for or to participate in education and training.               <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:               <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to 12 cents per mile.</li> <li>• Limited to actual cost up to \$150 per month.</li> <li>• CAO allowance must be utilized first.</li> <li>• May be issued to apply for or to participate in education and training.               <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:               <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>

## BETP Master Guidelines Supportive Service Allowances, continued...

Supportive Service	Provided by CAO	Provided by Contractor
TRANSPORTATION Public Transit	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$250 per month.</li> <li>• May be issued to apply for or to participate in education and training.                             <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:                             <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>	<ul style="list-style-type: none"> <li>• Limited to actual cost up to \$150 per month.</li> <li>• May be issued to apply for or to participate in education and training.                             <ul style="list-style-type: none"> <li>• Includes trips for applications, interviews, tests, and regular attendance.</li> <li>• No limit on the number of trips.</li> <li>• NOTE: May not be provided if for secondary education or its equivalent unless participation is through a contracted program for pregnant and parenting youth.</li> </ul> </li> <li>• May be issued to apply for or accept employment:                             <ul style="list-style-type: none"> <li>• No limit on the number of trips for job interviews.</li> <li>• May be authorized up to date of first paycheck.</li> </ul> </li> <li>• Need and cost must be verified within 30 days.</li> <li>• Pre-expenditure approval not required.</li> </ul>

## PWDC Supplemental SSIP Categories

Given the prevalence of housing and utilities barriers among TANF recipients, and the expensive nature of these issues, PWDC created additional supportive service categories to assist clients with these concerns. Listed below are the guidelines for accessing these services.

**Housing:** Allow expenditures for payment of rental delinquency, rental down payments (first month, last month, security deposit), furniture and/or furnishings if the following conditions are met:

- *Non-recurring, emergency-based need, not to exceed four months*
- *Not to exceed \$1000*
- *Not to be reissued for one calendar year*

*Note: If a client's need exceeds the limit, TWD will provide justification and consult with the Finance Department to arrive at a mutually agreeable decision.*

**Utilities:** Allow expenditures for payment of delinquent telephone bills, PECO (electric) energy bills, Philadelphia Gas Works (PGW) bills, Philadelphia Water Department (PWD) bills, heating oil bills, etc. if the following conditions are met:

- *Non-recurring, emergency-based need, not to exceed four months*
- *Not to exceed \$750*
- *Not to be reissued for one calendar year*

*Note: If a client's need exceeds the limit, TWD will provide justification and consult with the Finance Department to arrive at a mutually agreeable decision.*

**Housing Repairs:** Allow expenditures for payment of repairs to housing systems (e.g. electrical outlets, and/or wiring, plumbing etc.) if the following conditions are met:

- *Non-recurring, emergency-based need, not to exceed four months*
- *Not to exceed \$1500*
- *Not to be reissued for one calendar year*

*Note: If a client's need exceeds the limit, TWD will provide justification and consult with the Finance Department to arrive at a mutually agreeable decision.*

## Supportive Services Request Form

SUPPORTIVE SERVICES REQUEST FORM (revised 10/04)

**THE PHILADELPHIA WORKFORCE DEVELOPMENT CORPORATION  
 TRANSITIONAL WORKFORCE DEPARTMENT  
 SUPPORTIVE SERVICES REQUEST FORM**

**Please Check the Appropriate Box**

SPOC     PPY    CCP     Provider \_\_\_\_\_

Case Manager: \_\_\_\_\_ Extension: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Job Candidate's Name: \_\_\_\_\_

District: \_\_\_\_\_

Social Security #: \_\_\_\_\_

**Section A: Type of Request (Refer to Guidelines for Eligible Services)**

___ Clothing/Uniform (Not to exceed \$175.00)	Amount Requested: _____
___ Pre-employment Healthcare (Eye glasses up to \$200)	Amount Requested: _____
___ Hearing aid up to \$1000, one time award)	Amount Requested: _____
___ Transportation	Amount Requested: _____
___ Tokens    ___ Weekly    ___ Monthly	
___ Zone 2    ___ Zone 3    ___ Other, Explain:	
___ Rental / Mortgage Assistance (complete next section)	Amount Requested: _____
___ Utility Payment Assistance (complete Section B)	Amount Requested: _____
___ Auto Purchase, Repair, Insurance (complete Section B)	Amount Requested: _____
___ Relocation (complete Section C)	Amount Requested: _____
___ Tools and equipment	Amount Requested: _____
___ Other	Amount Requested: _____

---

**Section B: Supportive/Background Information. Documentation required.\***

**Statement of Need:**

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

**Steps taken to resolve issue and access other resources before requesting PWDC Funds:**

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

**Describe the action and follow-up steps to help prevent a reoccurrence:**

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

**Monthly Income: List sources of income and amounts received:**

**Monthly Expenses: List types of expenses and amounts**

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**\*\*NOTE: PLEASE ATTACH DETAILED SUPPORTING DOCUMENTATION FOR ALL REQUESTS. THE ORIGINAL FORM MUST BE SUBMITTED TO THE FINANCE DEPARTMENT WITH A CHECK REQUEST FORM ATTACHED, EXCEPT WHEN REQUESTING TRANSPORTATION\*\***

Staff Member Name: _____	Date: _____
Support Service Coordinator: _____	Date: _____
Request Approved By: _____	Date: _____
Vice President Approval: _____	Date: _____
Date Request Received By Finance: _____	Received By: _____

Check Request Form  
**PHILADELPHIA WORKFORCE DEVELOPMENT  
CORPORATION**

CHECK REQUEST

VENDOR#: \_\_\_\_\_ DATE: \_\_\_\_\_

CONTRACT #: \_\_\_\_\_ DUE DATE: \_\_\_\_\_

PAY TO: \_\_\_\_\_ AMOUNT \$ \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

1) REASON: \_\_\_\_\_

2) (Please Attach all support documentation to substantiate payment)

3) BUDGET INFO: \_\_\_\_\_

a) BUDGET AMOUNT: \_\_\_\_\_

b) PAID TO DATE: \_\_\_\_\_

c) AMOUNT OF THIS INVOICE: \_\_\_\_\_

d) BALANCE (A-B-C): \_\_\_\_\_

AUTHORIZED APPROVAL: \_\_\_\_\_ x) \_\_\_\_\_

---

FOR ACCOUNTING USE ONLY

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RECEIVED BY FINANCE: \_\_\_\_\_ FINANCE APPROVAL: \_\_\_\_\_

ORG. #                      OBJ. #                      AMOUNT

\_\_\_\_\_  
\_\_\_\_\_                      \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_                      \_\_\_\_\_                      EAP: \_\_\_\_\_  
DATE: \_\_\_\_\_

## Supportive Services Request Approval Letter



*Building the Bridge to a Better Workforce.*

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

Client Name:

Client Address:

Client SSN:

Re:

Dear \_\_\_\_\_,

Your request for \$\_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received on \_\_\_\_\_.

We are pleased to inform you that your request has been carefully reviewed and approved. Your payment will be ready by \_\_\_\_\_. The check will be given to your Case Manager; you will then need to sign the check in order to authorize it for payment.

We are glad that we were able to help you with this situation, and we wish you continued success in your efforts to achieve economic independence.

Please contact your Case Manager if you have additional questions or concerns.

Sincerely,

## Supportive Services Request Partial Approval Letter



*Building the Bridge to a Better Workforce.*

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

Client Name:

Client Address:

Client SSN:

Re:

Dear \_\_\_\_\_,

Your request for \$ \_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received on \_\_\_\_\_.

Your request has been carefully reviewed and approved, however we are unable to provide you with the full amount requested. The approved amount is \_\_\_\_\_, and will be ready by \_\_\_\_\_. The check will be given to your Case Manager; you will then need to sign the check in order to authorize it for payment.

We are glad that we were able to help you with this situation, and we wish you continued success in your efforts to achieve economic independence.

Please contact your Case Manager if you have additional questions or concerns.

Sincerely,

## Supportive Services Request Denial Letter



*Building the Bridge to a Better Workforce.*

Date: \_\_\_\_\_  
Client Name: \_\_\_\_\_  
Client Address: \_\_\_\_\_  
Client SSN: \_\_\_\_\_

Re: \_\_\_\_\_

Dear \_\_\_\_\_,

Your request for \$ \_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received on \_\_\_\_\_.

Your request has been carefully reviewed. Unfortunately your request is denied, and we are unable to provide you with funds for the following reason(s):

(Please check those that apply.)

- Insufficient information
- Missing documentation
- Invalid documentation
- Not eligible under the current DPW guidelines for Support Service Allowances
- No longer an active participant in the program
- Paid previously
- Exceeds maximum amount allowed
- Non-compliance

If you do not agree with this decision, you have the right to appeal the denial of this request. In order to appeal, you must do the following:

- Submit your appeal in writing to your Case Manager within ten (10) days of the denial.
- Attach all original documentation and any additional documentation/information that will be helpful in reviewing your request for financial assistance.

Sincerely,

*One Penn Center at Suburban Station, 1617 J.F.K. Boulevard, Philadelphia, PA 19103  
Administrative Office, 215-963-2100, Fax, 215-567-7171*

## Supportive Services Appeal Approval Letter



*Building the Bridge to a Better Workforce.*

Date: \_\_\_\_\_  
Client Name: \_\_\_\_\_  
Client Address: \_\_\_\_\_  
Client SSN: \_\_\_\_\_

Re: Appeal Request  
Original Submission Date: \_\_\_\_\_  
Original Denial Date: \_\_\_\_\_

Dear \_\_\_\_\_,

Your appeal for \$ \_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received and carefully reviewed for reconsideration on \_\_\_\_\_.

After reviewing the original request and the supporting documentation, we are pleased to inform you that your request has been approved. The approved amount is \_\_\_\_\_, and will be ready by \_\_\_\_\_. The check will be given to your Case Manager; you will then need to sign the check in order to authorize it for payment.

We are glad that we were able to help you with this situation, and we wish you continued success in your efforts to achieve economic independence.

Please contact your Case Manager if you have additional questions or concerns.

Sincerely,

## Supportive Services Appeal Partial Approval Letter



*Building the Bridge to a Better Workforce.*

Date: \_\_\_\_\_  
Client Name: \_\_\_\_\_  
Client Address: \_\_\_\_\_  
Client SSN: \_\_\_\_\_

Re: Appeal Request  
Original Submission Date: \_\_\_\_\_  
Original Denial Date: \_\_\_\_\_

Dear \_\_\_\_\_,

Your appeal for \$ \_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received and carefully reviewed for reconsideration on \_\_\_\_\_.

After reviewing the original request and the supporting documentation, we are pleased to inform you that your appeal is approved. However, we are unable to provide you with the full amount requested. The approved amount is \_\_\_\_\_, and will be ready by \_\_\_\_\_. The check will be given to your Case Manager; you will then need to sign the check in order to authorize it for payment.

We are glad that we were able to help you with this situation, and we wish you continued success in your efforts to achieve economic independence.

Please contact your Case Manager with additional questions or concerns.

Sincerely,

## Supportive Services Appeal Denial Letter



*Building the Bridge to a Better Workforce.*

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

Client Name: \_\_\_\_\_

Client Address: \_\_\_\_\_

Client SSN: \_\_\_\_\_

Re: Appeal Request

Original Submission Date: \_\_\_\_\_

Original Denial Date: \_\_\_\_\_

Dear \_\_\_\_\_,

Your appeal for \$ \_\_\_\_\_ to help in the payment of your \_\_\_\_\_ was received and carefully reviewed for reconsideration on \_\_\_\_\_.

After reviewing the original request and the supporting documentation we find it necessary to deny your request for the following reason(s):

Please check those that apply.

- Incomplete documentation
- Insufficient documentation
- Additional supporting documentation was not included with the appeal request
- Dollar amount requested does not match the amount needed
- Non-compliance
- No longer in the program
- Not eligible under guidelines
- Other

Please contact your Case Manager if you have additional questions or concerns.

Sincerely,

*One Penn Center at Suburban Station, 1617 J.F.K. Boulevard, Philadelphia, PA 19103  
Administrative Office, 215-963-2100, Fax, 215-567-7171*

## Employment Portfolio Checklist Form

**CLIENT'S NAME:**  
 \_\_\_\_\_

**SOCIAL SECURITY #:**  
 \_\_\_\_\_

**ASSESSMENT COUNSELOR'S or  
 CASE MANAGER'S NAME:**  
 \_\_\_\_\_

**PROGRAM NAME:**  
 \_\_\_\_\_

**DISTRICT:** \_\_\_\_\_

(X)	DOCUMENT(S) REQUESTED	EXPENSE
	Birth Certificate	\$ 10.00
<b>Form and directions included for direct handling</b>	Social Security Card	\$ Free\$
	PA Learner's Permit, includes cost for license	\$31.00
	PA Driver's License (renewal,	\$26.00
	PA Driver's License( replacement)	\$10.00
	PA Non-Driver Photo ID (new)	\$10.00
	Child Abuse History Clearance	\$10.00
<b>Toll Free Number 1-800-685-1111</b>	First Credit Report	\$ Free\$
	Additional Credit Reports	\$ 9.00
	Criminal Record Check	\$10.00
<b>Total # Documents</b>		<b>Total Amount</b>

**CLIENT'S SIGNATURE**  
 \_\_\_\_\_

**DATE:**  
 \_\_\_\_\_

**ASSESSMENT COUNSELOR'S or  
 CASE MANAGER'S SIGNATURE**  
 \_\_\_\_\_

**DATE:**  
 \_\_\_\_\_

**SSIP COORDINATOR'S SIGNATURE**  
 \_\_\_\_\_

**DATE:**  
 \_\_\_\_\_