

# **LEP Pathway Support Services Handbook**

**July 2021**

**Department of Social and Health Services  
Community Services Division  
Office of Refugee and Immigrant Assistance (ORIA)**

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## 1. Introduction and Program Contacts

This Handbook is incorporated into the LEP Pathway contract by reference. DSHS will notify the Contractor if this Handbook is updated. Please be sure to use only the most recent revision. This Handbook provides a standard set of procedures and guidelines to LEP Pathway Support Services. It does not cover every situation a Contractor may encounter. Questions regarding all aspects of LEP Pathway service provision including Support Services should be sent to your ORIA Program Manager:

Employment Services: Artur Arakelyan [artur.arakelyan@dshs.wa.gov](mailto:artur.arakelyan@dshs.wa.gov) (206) 568-5785

ESL Services: Ashley Mai [ashley.mai@dshs.wa.gov](mailto:ashley.mai@dshs.wa.gov) (206) 568-5808

## 2. Participant Eligibility

All **non-TANF** refugees **under 60 months** in the U.S. participating in the LEP Pathway **Employment** or **ESL** programs are eligible to receive Support Services each month in which they participate in the approved activity.

**Note:** TANF participants are eligible for Support Services through their local CSO and need to be referred to their respective CSO Case Manager.

Eligible LEP Pathway participants who are employed full-time can receive Support Services **for up to 90 days** from the start date of full-time employment. Participants who are employed part-time are eligible for Support Services as long as they continue to participate in approved activities. However, if the part-time employed participant chooses not to participate in any other activity other than continued employment, he/she would not be eligible for any Support Services.

## 3. What are Support Services?

Support Services are goods and services purchased to help clients participate in LEP Pathway activities. These services must be reasonable and be the most cost effective way to meet a need. The provision of Support Services is intended to remove barriers to participation in approved activities for LEP Pathway participants in need of this assistance. LEP Pathway **Employment** participants are eligible for an expanded menu of Support Services listed below. LEP Pathway **ESL** participants remain eligible for **transportation assistance only, although some exceptions may be approved by the LEP Pathway ESL Program Manager.**

## 4. What is the Support Services limit?

There is a \$3,000 limit per participant per contract year. The amount of Support Services authorized must be based on the parent's needs and must stay within the program limits. The only possible exceptions to the limit are when a parent has a crisis situation or a unique and justifiable need that can be approved through the formal exception to rule process. The process for requesting a Request for Approval is described in **Section 7** below.

## 5. Support Service Funds Management

The type of Support Services listed in **Section 6** below shall be determined by the Contractor based on the participant's needs. **Cash must not be given directly to participants.**

## 6. Support Services Directory

Support Services are transitional by nature and shall not be viewed as an ongoing financial supplement. Support Services are not an entitlement and must be carefully managed to remain within available funds.

Each eligible participant may receive Support Services assistance as described in the table below:

<b>Support Service</b>	<b>Note</b>	<b>Suggested Limit</b>	<b>Program Eligibility</b>
Public Transportation	Includes tickets and monthly passes for bus, van pool, ferry, etc.	Up to \$120 per request.	LEP Pathway Employment & ESL
Gasoline	Payment for gas for a privately owned vehicle.	Up to \$50 per request	LEP Pathway Employment & ESL
Car Repair	Minor repair of vehicle necessary to return the vehicle to operable and/or safe condition: e.g. brakes, water pump, timing, batteries, chains, lights, tires, etc.	Up to \$500 per contract year	LEP Pathway Employment & ESL
Tools	Tools or equipment required by an employer to start or continue employment. Must submit employer statement of tools required.	Up to \$500 per contract year	LEP Pathway Employment
Clothing	Clothing/Shoes necessary to seek, accept and maintain employment or participate in work-like activity	Up to \$150 per contract year	LEP Pathway Employment
Educational Expenses	Miscellaneous expenses related to training or education	Up to \$150 per request	LEP Pathway Employment
Licenses/Fees	Miscellaneous license fee: e.g. commercial driver's license, food handler certificate, etc.	Up to \$150 per contract year	LEP Pathway Employment
Haircut/Hygiene	Haircut and/or miscellaneous hygiene items	Up to \$25 per request	LEP Pathway Employment

Other	Any other Support Services not specified above. Must get prior approval by ORIA Program manager	Up to \$150 per contract year	LEP Pathway Employment & ESL
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**7. Request for Approval**

The contractor may ask for an exception to policy for those non-TANF clients who are not eligible for Support Services based on eligibility requirements in Section 2 above. The contractor may also ask for a Request for Approval (RFA) to exceed the \$3,000 limit per participant per contract year. The request RFA must be approved by an ORIA Program Manager through the eJAS system prior to issuance. Decisions on these requests are made on a case-by-case basis and may require additional documentation and time for review.

**8. Documentation**

a. Participant individual case files must include the following:

- (1) A completed LEP Pathway Support Services Verification Form (**attached**).
- (2) Receipts or other types of verification for payment for all Support Services submitted for reimbursement.
- (3) For each car repair:
  - (a) Copy of current registration to prove the car ownership
  - (a) A minimum of 2 car repair estimates,
  - (b) Receipt verifying car repair has been completed
- (4) Employer signed list of tool required to accept or continue employment

b. Documenting Support Services in eJAS

The Contractor shall document the issuance of Support Services in eJAS for all clients.

In ORIA eJAS, using the Support Services menu item the Contractor shall fill out the screen and enter a Comment detailing the issuance. The Contractor must document services in eJAS the same day support services are provided to the participant.

**9. Avoiding Duplicative Support Services Payments**

To avoid duplicative Support Services payments, the Contractor shall use the ORIA eJAS Support Services screen to view past issuances. The participant must also sign the completed Support Services Verification Form documenting receipt of service and attesting that he or she did not receive the same service for the same time period from another source.

## **10. Administrative Cost**

The Contractor may bill a monthly flat rate of **10%** of the total amount of the approved Support Services as an Administrative Cost. The accrued total administrative costs may not exceed 10% of the total Support Services funding allocated to the Contractor. Reimbursements for approved Support Services supersede payment for administrative costs if there is insufficient balance to cover both expenses.

This is an optional charge and it is inclusive in the total Support Services allotment in the contract. The Contractor may choose not to bill an Administrative Cost.

## **11. Invoicing Support Services**

All Support Services payments shall be made to the Contractor as cost reimbursement.

The Contractor shall use ORIA eJAS to issue Support Services. Once created in the ORIA eJAS, Support Services show up in the eJAS Invoice and ORIA reimburses contractor the full amount plus 10% Administrative fee if Contractor chose to claim it.

Reimbursement for Support Services is payable only when all conditions included in this Handbook and the LEP Pathway contract are met.

ORIA may at its sole discretion, withhold payment claimed by the Contractor for reimbursements if the Contractor fails to comply with any term or condition of the LEP Pathway Contract and this Handbook. ORIA reserves the right to request additional documentation necessary to make reimbursement decisions.