

## **SUPPORTIVE SERVICE AUTHORIZATION GUIDELINE**

*This document compliments the WSPM section 1009*

### **Consideration prior to authorizing supportive services:**

- Is the need related to an activity on the self-sufficiency plan or to employment?
- Is the client actively participating in their FSSP?
- Is the client attempting to become compliant with their plan and cure a penalty?
- Is there any other way to meet the need?
- Does the client's budget show they cannot afford the service?
- Has the client taken reasonable action to explore other resources? i.e., have they asked family/friends for help with paying for the service? Can the service be delayed if they are anticipating money from PFD's or other sources?
- Has the client asked community organizations or other agencies they are involved with for assistance? Churches, Love Inc., Salvation Army, Mental Health, DVR, ILC, OCS, etc.?
- Is client requesting the same supportive service repeatedly? Gradually work these into the client's budget. Alternative funding should be explored.

### **Authorizations Requiring Additional Consideration:**

1. **Auto Repairs** should be reviewed to ensure there is an estimate from a mechanic. If the estimate is \$1500 or over, discuss with a supervisor:
  - Is the vehicle in repairable condition based on age and mileage of vehicle?
  - Does the repair cost exceed the value of the vehicle? If so, we may still decide repairing it is the best option, but it is a point to consider.
  - Will these repairs make the car road-worthy and safe?
  - If necessary, discuss with the mechanic to make an informed decision.

2. **Social Security Application Services:**

When a client is disabled and is pursuing self-sufficiency through application for Supplemental Security Income (SSI), supportive services may be used to provide for professional application and benefits counseling when needed. These services should involve screening, assisting the client to complete the initial application, working with the client to understand the process and requirements, and to provide follow-up to ensure completion and a determination is made. This may include representation in the appeals process and at administrative hearings.

The case manager will identify clients who appear appropriate for SSI advocacy services. These may be clients who are in chronic pain, taking multiple medications, has multiple illnesses, or has one significant debilitating illness. The client will need a list of all of their physicians and conditions in order to file. The more information they have the better. The case manager will communicate with the vendor on a regular basis to ensure the client and case is progressing.

There may be forms for the CM or client to complete to access the vendor's services. A supportive service authorization would need issued for the vendor's fee. The vendor may charge one amount for the entire process or they may charge separate amounts for the analysis, application, appeal and/or administrative hearing. We are encouraged to use supportive services to pay a vendor; otherwise, the vendor may take 20% of any back pay award the client receives.

the Division encourages the use of support services for SSI Advocacy services. Policy provides flexibility to choose from any Social Security Advocacy Services (SSAS) vendors that may be available. The vendor selected should be at the discretion of the client, similar to any vendor utilized in the supportive services process.

**Full-service SSI advocacy includes:**

- screening
- assisting with initial application and SSA required documentation
- working directly with the client to understand the process and requirements
- ensuring the application process is continued to completion and a determination of eligibility is made.

The procedure for authorizing SSI advocacy services is the same as providing any other supportive service. Use the existing JAS code "CL" for data tracking.

**Vendors who provide full and partial SSI advocacy services:**

**Vendors in JAS – these full-service vendors can be paid using supportive services:**

- Mission Possible Employment Services: <http://mpes.net/>
- Dellert Baird Law Offices, Christopher Dellert: 1-888-443-3856
- Able Disability, Michael Milne: 1-802-243-7504

**Vendors not in JAS – these vendors cannot be paid using supportive services:**

*Note: full or partial services will vary depending upon the agency*

- Premier Disability: <https://premeirdisability.com>
- Myler Disability: [www.mylerdisability.com](http://www.mylerdisability.com)
- Binder & Binder: [www.binderandbinder.com](http://www.binderandbinder.com)
- Employees Advocacy Group: <http://www.ssdihelp.com/ssdi-ssi/>
- Alaska Legal Services
- Mental Health Counselor
- Independent Living Center
- Disability Law Center

**3. Approval of Supervisor Required:**

- Authorizations that are \$1500.00 or more. This is a quick review to ensure alternatives have been considered and there is no other way to meet the need.

- Relocation expenses.
- Staff is encouraged to discuss supportive services with their supervisor for authorizations that are issued less frequently, such as: tuition, emergency shelter, special tools and remedial medical.
- Services not addressed in TA policy need to be approved by the supervisor.

#### **4. Documentation needed:**

##### **Supervisor approval of Supportive Services over \$1500**

Client is requesting \$1638 in auto repair to fix their 1982 Ford Aerostar Van. See CM clno this date. CM explored all reasonable alternatives, there is no family or friend that can help with transportation, the repair or provide a loan and the client needs the vehicle to get to/from work and work activities. The client will not be getting a tax return. Approved and advised CM to proceed with authorization.

##### **Staff Level of Authority:**

Staff is entrusted to make day-to-day routine authorizations in all categories included in the ATAP manual & WSPM and by following the above procedures.

##### **Documentation:**

Staff will document in a client note the authorization or denial of supportive services, alternative resources explored and the justification for same.

**Direct Pays:** Email authorization to: [HSSDPAWSSupportServicesPayments@Alaska.gov](mailto:HSSDPAWSSupportServicesPayments@Alaska.gov)

**Note:** *see next page for Supportive Services code table*

**WSPM section 1009-4 B.**

**WHAT SUPPORTIVE SERVICES CAN BE USED FOR:**

<b>Type</b>	<b>JASP Code</b>
Bus Transportation	BT
Car Insurance	CI
Counseling Services	*CL**
Driver's License	DL
Emergency Shelter	ES
Gas for Vehicles	GV
Grooming	GR
Interview Clothing	IC
Professional License	PL
Post-Employment Service	*PO**
Relocation	RL
Remedial Medical and Dental	RM
Special Tools, Clothing, and Equipment	ST
Start Up	SU
Specialized Assessment Testing	*AT**
Specialized Employment and Training (WS=Job Start)	*TH**; WT**; *WS**
Transportation	TR
Tuition and Education	*TU; *BE; *PR
Vehicle Repair	AR
Youth Enrichment	YE**

- Single asterisk indicates services that cannot be issued directly to a client
- Double asterisk indicates services that cannot be issued to a SNAP E&T client