

## **ETAP POLICIES AND PROCEDURES**

### **I. ELIGIBILITY**

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- Individuals may be eligible under one of the following three conditions:
  1. TANF – individuals who are currently receiving TANF (Temporary Assistance for Needy Families) benefits from the Pennsylvania Department of Public Welfare (DPW) and are working are eligible for all services and assistance of the ETAP.
    - An employee of the Fulton County Assistance Office must confirm TANF Status.
  2. Former TANF – individuals who are working and do not currently receive DPW TANF benefits, but who did receive these benefits sometime between March 1, 1997 and the present (May be currently receiving food stamps, medical assistance benefits / and or job retention services approved or provided by DPW.) and are working are eligible for all services and assistance of the ETAP.
    - An employee of a Fulton County Assistance Office must confirm status.
  3. Never TANF – working individuals who have never received TANF benefits but meet the definition of a TANF needy family by caring for a dependent child under the age of 18, or 18 and still in High School or its equivalent, and whose gross family income is below 235 percent of the Federal Family Poverty Income Guidelines (may be currently receiving food stamps, medical assistance benefits / and or job retention services approved or provided by DPW) are eligible for all services and assistance of the ETAP.
    - A Fulton County Partnership, Inc. Staff Member will determine eligibility for a Never TANF Client. The potential client will be responsible for providing evidence of Income to substantiate income eligibility. The following shall be suitable documentation
      - i. Past two months pay stubs
      - ii. Previous year's Tax return
      - iii. Written and signed statement from employer of anticipated hours and pay.
  4. Clients may re-apply for services each year, but must meet the above requirements. If a client re-applies for the ETAP, and is determined eligible, they will be eligible for services as if they have not been enrolled previously.

### **II. APPLICATION**

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1. An application shall mean a series of documents which shall include, but not be limited to the following:
  - The application page
  - Consent for release of information form (If any)
  - The policies and procedures awareness form
  - All supporting documents and forms required by the Fulton County Partnership, Inc.
2. A client must complete and sign an application before any services or assistance can be rendered. The application can be filled out via the following methods:
  - In person, with a staff member at the Fulton County Partnership, Inc. Office located at 22438 Great Cove Road, Suite 102, McConnellsburg, PA 17233
  - Via the internet. Forms can be found at [www.fcpinc.net](http://www.fcpinc.net). These forms are not considered complete until they are signed and turned into the office of the Fulton County Partnership, Inc.
  - In person, with a staff member at a client's home.
  - Through the US Postal Mail service.
3. The Fulton County Partnership, Inc. will review an application within two (2) working days of receipt. Benefits may be payable from the time of application if the client is found to be eligible.

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4. In the event that a client is deemed ineligible, the individual may file a complaint through the complaint procedure detailed below. If because of the complaint, the client is determined to be eligible for services, the effective date will be the date of application.

### III. DETERMINING ELIGIBILITY

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1. Once an individual has submitted a complete application, including all supporting documents, a staff member of the Fulton County Partnership, Inc. shall determine eligibility through the following means:
  - If the individual is claiming eligibility based on TANF or Former TANF Status, the FCPI Employee will call the Fulton County Assistance Office, to verbally confirm the TANF Status. Once the TANF Status is confirmed, the individual will be considered eligible.
  - If the individual is claiming eligibility based on income, the FCPI staff member will review the supporting documentation and **MAY CALL THE EMPLOYER** to verify current income and employment. After reviewing all available information, the staff member will make a decision of eligibility.
  - Regardless of how eligibility is determined, the client will be responsible for contacting the County Assistance Office with the appropriate form (Community Wide Collaboration Form) to ensure there is no duplication of services.
2. Eligibility may be re-determined at any time during the client's enrollment in the Employment Transportation Assistance Program. The same standards shall be held to determine eligibility, as were used originally.

### IV. ASSISTANCE

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1. Direct Transportation (Providing Rides) shall be available to each enrolled client. Rides may be only to and from employment and childcare destinations. The FCPI will not provide transportation to and from childcare needs when the client is not also going to or coming from work. The following restrictions apply.
  - The Fulton County Partnership, Inc. will provide a maximum of 20 round trip rides (One month of working days). In Emergency Circumstances when all other avenues have been exhausted, the Partnership (At it's own discretion) may provide an additional ten rides with the highest co-pay.
  - Rides will be scheduled in blocks of five rides (except for emergency rides as described below).
  - The first five Rides are free. (The first five rides may be scheduled day to day, if the client does not know the work schedule for a new job at the time of scheduling)
  - The second set of five rides requires a one dollar per round trip co-pay, payable as \$5.00 in advance. This payment may be made to the driver on the day of the first ride.
  - The third set of five rides requires a two dollar per round trip co-pay, payable as \$10.00 in advance. This payment may be made to the driver on the day of the first ride.
  - The fourth and final set of five rides requires a five-dollar co-pay per round trip, payable as \$25.00 in advance. This payment may be made to the driver on the day of the first ride.
  - Emergency rides are for clients who provide their own transportation, but for whatever reason (such as, vehicle needing repairs, no money for gas, or any other reason) are not able to provide their own transportation for between one and four days. ETAP Clients may schedule emergency rides one day at a time, but after five days, they will be required to schedule rides in blocks of five days. All emergency rides must be scheduled at least three hours prior to pick-up to be guaranteed. Rides will be scheduled with less notice when possible.
  - Clients must present themselves to the driver within five minutes of the scheduled pick-up or it will be considered a no-show, and proper actions will be taken according to the sanction policy in this document.

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2. Mileage Reimbursement is intended to be an incentive for co-workers, family, friends, or the client to transport themselves to and from employment and employment support services such as childcare, and may be provided to clients at no more than twelve cents per mile to and from employment and childcare destinations. The Following restrictions apply.

- The client must agree to and sign the self transport policies which are:

### SELF-TRANSPORTATION GUIDELINES

1. Mileage reimbursement logs must be submitted weekly. Multi-weeks on one form will not be accepted. Only logs from the current week will be accepted. An ETAP form must always be used. If you run short, call our office.
  2. Logs must be submitted on the last day worked of each workweek. Checks will be issued once a month.
  3. Your immediate supervisor must verify and sign each weekly form.
  4. You must sign the form.
  5. All destinations must be pre-approved. If your job location changes, you must notify the FCPI office. All trips must be to and from work, and or Child Care destinations.
  6. FCPI reserves the right to verify your work schedule.
  7. FCPI reserves the right to revoke reimbursement if abuse is **suspected**.
  8. Reimbursement is based on Federal and State Grant Funding. You will be notified if funds are no longer available.
  9. The reimbursement rate is \$0.12 per mile. And will decrease by one (1) cent per mile per month. (e.g. your second month, you will be reimbursed at a rate of \$0.11 per mile) ETAP pays only for the most direct rout from your home to your place of employment.
- The client will be responsible for reporting actual mileage using the proper FCPI form
  - Payments for mileage reimbursement will be made within one month of form submission, if forms are turned in within the guidelines above, and forms are completed as required.
3. Vehicle Assistance is provided as the most cost effective means of helping a client become self-sufficient. We offer the following assistance under the following guidelines:
    - Vehicle Repair.
      - Clients may be entitled to up to a maximum of \$400.00 in vehicle repairs (per enrollment year).
      - All repairs must be required to render the vehicle operable or, for inspection.
      - All repairs must result in an operable vehicle. (We will not pay for estimates or diagnostic work)
      - All repairs must be conducted by an inspection licensed repair shop.
      - All payments will be made to the repair shop, unless the shop requires immediate payment to release the vehicle, in which case FCPI will reimburse the client for the amount they paid for repairs after the client submits an itemized receipt for the repairs, and either a copy of the check used for payment, or a cash paid receipt.

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- Insurance assistance (Provided one time per enrollment)
  - FCPI will assist clients in becoming self-sufficient by helping them obtain vehicle insurance.
  - We will only help with state minimum coverage
  - We will only provide assistance where there was no existing policy.
  - We will pay for up to 75% of the first month's insurance premiums on a new policy, but not more than \$200.00
  - We will make payment to the client after the insurance policy is in effect, and a receipt is provided to FCPI.
  
- A one time (per enrollment in the program), Vehicle Purchase assistance will be provided to clients to help them obtain reliable transportation. The following policies apply.
  - Payments for this assistance shall only be made to the seller of the vehicle.
  - The Fulton County Partnership will contact the County Assistance Office to determine if they will provide assistance with vehicle purchase.
  - Client must have and present a valid drivers license. (A copy is to be kept in the client's file.)
  - FCPI Will be payment of last resort, and will therefore only pay what other agencies do not pay. (e.g., the Partnership will never pay more than the out-of-pocket expenses paid by the client.)
  - The amount of vehicle purchase assistance shall never exceed \$750.00
  - The actual amount of assistance shall be determined by a member of the FCPI Staff using the vehicle purchase assistance matrix that is available on the World Wide Web at <http://www.fcpiinc.net> under the ETAP (Welfare to Work) category.
  - The amount of vehicle purchase assistance determined by the vehicle purchase assistance matrix shall be the maximum a client is eligible for, after any other social services provide purchase assistance.
  - At no point shall the Partnership provide assistance in excess of the amount that the client would otherwise be responsible for paying for the purchase of a vehicle out of her or his own pocket.

### **V. Sanction Policy**

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1. All clients enrolled in ETAP will be notified of and agree to the sanction policy (Below). It is the purpose of this sanction policy to ensure that Welfare to Work funds are used appropriately, and prevent abuse and fraud. In addition to sanction, fraudulent claims can be subject to investigation, which can result in one or more of the following: Permanent suspension of ETAP benefits, partial suspension of ETAP benefits, or temporary suspension of ETAP benefits.
  
2. The sanction policy can be used for but is not limited to:
  - Falsification of receipts
  - False reporting of mileage
  - Intoxication or disorderly behavior while using ETAP services
  - Not providing at least four (4) hours notice of inability to keep a scheduled transportation appointment
  - Use of inappropriate language while using ETAP Services.
  
3. The following actions may be taken to ensure the effectiveness of ETAP
  - **First offense:** The client shall receive a written warning mailed to the clients last known address, and a copy will remain on permanent record in the clients file.
  - **Second offense:** Client will be suspended form ETAP services for a period of one month.
  - **Third offense:** Client suspended from ETAP Services for a period of three months.
  - **Fourth Offense** Client permanently removed from the ETAP Program.

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4. The above sanction policy shall apply to any portion of the ETAP program or services that is not covered by its own guidelines and sanctions. (i.e. the Self transportation guidelines shall supercede the general sanction policy)
5. Clients have a right to appeal any sanctions by exercising the ETAP Grievance/complaint policy (below).

### **VI. GRIEVANCE / COMPLAINT POLICY**

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A complaint is an issue, dispute, or objection presented by or on behalf of a client regarding the coverage, operations, management policies, or quality of services.

This written complaint process has been established to address issues that demand immediate attention. If you have a complaint regarding availability of services, quality of services, general operations, or management policies, please follow the procedure outlined below.

#### **1. Documentation of the complaint.**

All complaints must be documented. A complaint may be presented in writing, or orally either in person or by telephone, where such complaint will be transcribed to a written form and then be signed by the person initializing the complaint. All complaints must be signed with the clients name and address. Anonymous complaints will not be reviewed. Complaints shall be submitted to the ETAP Coordinator at the Fulton County Partnership, Inc.

#### **2. Review of the complaint.**

Upon submission of a complaint, the ETAP Coordinator shall review the circumstances surrounding the complaint. (If the ETAP Coordinator is involved in the complaint, the Fulton County Partnership, Inc. Executive Director or his/her designee shall review the complaint.)

#### **3. Responses to the complaint.**

Upon completion of the review of the complaint, the reviewer shall make a written response. This response shall detail all findings of the review and shall provide measures for resolution and or corrective actions to be taken. Copies of this response are placed in the clients file, where it will remain a part of the clients record. A copy of the response shall be forwarded to the Partnership Executive Director. A copy of the response shall be delivered to the person initiating the response, and a copy shall be delivered to each person involved in the complaint.

#### **4. Resolution of the complaint.**

If the complaint has been resolved, no further action shall be necessary. If the complaint is not resolved, the person initiating the complaint shall explain why the resolution was not satisfactory in writing, or orally to the ETAP Coordinator who shall then transcribe the explanation to paper and submit it with the original complaint, and the response to the complaint to the Executive Director of the Fulton County Partnership, Inc. The Executive Director or her/his designee shall then follow steps two (2) and three (3) as listed above. If the complaint is not resolved satisfactorily at this level, the process shall be continued to the president of the Board of Directors of the Fulton County Partnership, Inc., or Her/His designee.

#### **5. No resolution by the president of the board.**

If the president of the board does not resolve the complaint, the complaint will be forwarded to the Board of directors for a final decision. The findings of the Board of the Fulton County Partnership, Inc. shall be final.

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### VII. CLIENT RIGHTS AND RESPONSIBILITIES

1. Rights: Clients have the right to:
  - Be treated with respect and dignity
  - Be provided services without regard to Race, Sex, Age, National Origin, Religious preference, Sexual preference, or any other federally prohibited discrimination.
  - Be given a copy of the policies and procedures.
  - To use the Grievance procedure if they feel that they have been wronged.
  
2. Responsibilities: Clients are responsible for:
  - Providing accurate and true information
  - Providing updated information immediately upon change
  - Understanding the Policies and procedures of the ETAP.
  - Asking for help when they do not understand an aspect of the program.
  - Respecting and treating staff with dignity.

I certify that I have received a copy of these policies and procedures, and that a member of the Fulton County Partnership, Inc. reviewed them with me. I understand that it is my responsibility to read, understand and abide by all of these policies and procedures.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Name Printed

\_\_\_\_\_  
Staff Signature

\_\_\_\_\_  
Date

