

P-2347 Support Services

A. General Procedure

Support Services are intended to help individuals accept or maintain paid employment; or participate in other Reach Up activities such as orientation, assessment, appointments, and activities that help the participant reach an employment goal.

1. Support Services may be provided to Reach First, Reach Up, Reach Ahead, and Post-Secondary Education participants.
 - a. Participant's may also be eligible if their Reach First, Reach Up or Post-Secondary Education benefits close due to income from unsubsidized employment. (Code 99)
 - b. Participant's applying for Reach Up may receive support services to attend orientation. Support Service would include transportation (example: Ready to Go) or transitional childcare.
 - c. Participant's that have received 60 months of Reach Up benefits may receive support services during their two pending weeks.
2. The type of activity the individual is participating in determines which specific support service(s) may be available to the individual. Activities include paid employment, Reach Up Orientation, Reach Up Pending two Weeks, Reach Up assessment, and participation in Family Development Plan (FDP) activities.
 - a. The Reach Up Case Manager and the participant will determine if support services are needed.
 - b. The Reach Up Case Manager and the participant should explore all other resources before using support services. If there are no other resources, the case manager refers to the [support service matrix](#) for support services amounts and guidelines.
 - c. The Reach Up Case Manager will document support service in case notes.
 - i. Case note will include the support service, the amount, and date issued.
3. Reach Up Case Managers have two days to issue a support service check after receiving a bill or request for payment from a partner, local business, or participant.