

STATE OF VERMONT
AGENCY OF HUMAN SERVICES

DCF

Department for Children and Families

DocuSigned by:
Miranda Gray
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BULLETIN NO.: 24-08

FROM: Miranda Gray, Deputy Commissioner
Economic Services Division

DATE: 05/17/24

SUBJECT: Reach Up Services Procedure

CHANGES ADOPTED EFFECTIVE 05/17/24

INSTRUCTIONS

- Maintain Manual - See instructions below.**
- Proposed Regulation - Retain bulletin and attachments until you receive Manual Maintenance Bulletin: _____**
- Information or Instructions - Retain Until _____**

MANUAL REFERENCE(S):

P-2300

Procedure P 2340 Support Services updated with details giving guidance on issuance of support services. How to do this, when to do this, and limitations.

Procedure P 2378 Career Coach- new procedure to outline guidelines of the new Career Coach role

Procedure P 2341 Good News Garage updated with details regarding transportation exceptions, GNG warranty information, and BGS car awarding.

Manual Maintenance

Vertical lines in the left margin indicate significant changes.

Dotted lines in the left margin indicate changes in formatting rather than content.

Significant changes are indicated by highlighting text in gray.

Reach Up Services Procedure

Remove

Insert

P-2340 (23-36)

P-2340 (24-08)

P-2341 (21-08)

P-2341 (24-08)

P-2378 (24-08)

P-2340 SUPPORT SERVICES (Reach Up Services rules 2303-2310.1) (24-08)

Support services are intended to help participants reach their short term and long term goals. Support services should contribute to scaffolding of skills and goals so that participants can obtain employment, training, and education, and ultimately increase their income. Reach Up Case Managers and Career Coaches help participants identify goals by coaching and using the Goal Plan Do Review Revise (GPDR/R) process. Support services help remove obstacles that prevent participants from achieving their goals.

Support services also help individuals accept or maintain paid employment, participate in other Reach Up activities such as assessment and appointments, and help participants engage in training and educational opportunities.

Who is eligible for support services

Support services may be provided to Reach First, Reach Up, Reach Ahead, and Post-Secondary Education (PSE) participants, at any stage in their journey with the program(s)

Reach Up Case Managers and Career Coaches should review the types of support services that are available with each participant, and how to access those support services. Reach Up Case Managers/Career Coaches should document that participants have been informed of support services on the case note template and add agreed upon or potential support services to the Family Development Plans or goal sheets.

Transitional support services

Participants may also be eligible to receive support services if their Reach First, Reach Up or PSE benefits close and they have income from unsubsidized employment (Code 99). These supports are limited to six months after the benefits close. Participants do not need to be meeting their work requirement, but they must have earned income that is contributing to them being ineligible for Reach First, Reach Up, or PSE. In order to issue the support service, it must be needed to maintain or increase employment.

Reach Ahead

Participants receiving Reach Ahead may be eligible for support services following the matrix ([Support Services Matrix](#)). In order to issue the support service, it must be needed to maintain or increase employment. In 2 parent households, only the employed participant is eligible for the support services. If both parents are employed in a 2 parent household then both parents are

eligible for the support services if it is needed to maintain or increase employment.

Determining support services

Given the maximum spending limits, Reach Up Case Managers/Career Coaches must use coaching strategies to help identify the support services that will have the greatest impact in helping participants reach their goals. In some circumstances a participant may be asked to contribute toward the cost of the support service requested. Participants and Reach Up Case Managers/Career Coaches should also explore all other community partner resources (e.g. HireAbility, VDOL). In these situations, the Reach Up Case Manager/Career Coach should confirm that the remaining balance will be covered before issuing a support service check.

The participant should be empowered to make their own decision on what supports services will help them achieve their goals or overcome obstacles as long as it follows the guidelines outlined in the procedure and support service matrix. The Reach Up Case Manager/Career Coach should coach the participant and relay information so the participant is aware of all options. However, the participant should be empowered to make the best decision for their family and Reach Up Case Managers/Career Coaches honor the participant's expertise in their own lives.

The Reach Up Case Manager/Career Coach must explain the spending limits each time they discuss support services, so the participant can make an informed decision.

Spending limitations for non-transportation related expenses

Reach Up Case Manager/Career Coaches review support services at their initial meeting or within the first month of Reach Up services. Support services are regularly reviewed and discussed as part of the Goal, Plan, Do, Review, Revise.

Support service spending limits are outlined on the matrix ([Support Services Matrix](#)) in addition to required forms or reference to other resources. The maximum amount a participant can receive in a state fiscal year (July 1-June 30) is \$400.00 for all support services except for transportation related support services. Reach Up Supervisors cannot double the amount of non-transportation related support services.

In 2 Parent households both parents are eligible for support services up to the \$400 maximum.

Spending limitations for transportation related expenses

The maximum amount a participant can receive in a state fiscal year (July 1- June 30) for transportation related support services is \$1,000.00. Reach Up Supervisors can double the amount of transportation related support services as noted on the matrix. In 2 Parent households both parents are eligible for transportation related support services however both parents cannot use transportation related support services for the same vehicle if the support service is for a repair cost.

Spending limitations continued

Spending limits ensure Reach Up stays within the Department support services budget, maximizes the number of participants that will receive support services, and creates a more equitable system where every participant is made aware of their availability. Example: If there was no spending limit in place, one participant could receive many support services from many categories while another may not receive any. This does not mean that every participant will receive \$400.00 in non-transportation related support services or that every participant will receive \$1,000.00 in transportation related support services. The amount a participant will receive will depend on their goals, obstacles, community resources, household income, natural supports, etc.

Example #1-

Mary is working on establishing childcare for her 1-year-old and is also working on gaining her license. Mary and Reach Up Case Manager/Career Coach discuss support services related to these goals and other community resources. It is determined that Mary will be authorized for a childcare subsidy and that the Reach Up Case Manager/Career Coach will support the cost of license fees. Mary is under the \$400 limit for the fiscal year.

Example #2-

Ben has started working with his Reach Up Case Manager/Career Coach and is in need of phone minutes to participate in Reach Up Services. Ben has applied for a Qlink phone, but the phone will not arrive for a month. Ben has a long work history and has a job offer that requires Ben to purchase work boots and work clothing for the position. Ben has explored all community resources. Reach Up Case Manager/Career Coach will support cost of phone minutes for a month and work boots/clothing. The cost of these support services equals \$400 for that fiscal year.

The spending limits encompass all programs (RF, RU, PSE, and RA). If a participant receives support services on one program and transitions to another, the spending limits follow them to the other program. For example, if someone

is on RF and receives \$250.00 in non-transportation related support services, then transitions to RU, they would only be eligible for \$150.00 in non-transportation related support services for the remainder of the fiscal year. If a participant closes and reopens, any supports they have already received this fiscal year would still be counted towards their spending limits. If a participant transfers to another district any support services they have already received would be counted towards their spending limits.

Dentures and childcare authorizations

Dentures and Childcare Authorizations do not fall into either category. A participant must be eligible for support services to receive help with dentures or childcare authorizations. Reach Up Case Manager/Career Coach should follow the matrix for guidance. Denture authorizations should be submitted to Reach Up Central Office for approval AHS.DCFESDCOReachUp@vermont.gov. (Short-term/sporadic and recreation do count towards the spending limits)

Exploring Other Resources

Before a support service can be issued the Reach Up Case Manager/Career Coach in partnership with the participant, needs to explore all other resources available. This includes all community resources such as HireAbility and WIOA, household income and natural supports (family/friends). If the participant's household income or resources can reasonably cover the cost of the support service, the request should be denied. Resources will vary by participant and district. To determine what community resources may be available the Reach Up Case Manager/Career Coach can access suggested links from the support services matrix, Sharepoint [Reach Up - Case Management \(Services\)](#) (sharepoint.com), VT 211 and support from Reach Up Supervisors as needed. Before a support service is issued, confirm with the participant what resources they have explored and the outcome. If there are no available resources, then Reach Up support services can be issued within the spending limits.

Reach Up Case Managers and participants can use conversations about support services as a coaching opportunity around establishing budgets, accessing natural supports, prioritizing spending, and establishing goals to increase income. If the participant is amenable, review their budget to determine if other areas of support are needed or if a referral to another service would be helpful. Reach Up Case Managers/Career Coaches can reference tools such as [Your Money, Your Goals](#) to support participants in financial education. Reach Up Case Managers/Career Coaches can also offer the use of a budgeting worksheet to help outline income vs. expenses ([Monthly Budget](#)).

Coaching, Goal setting, and support services

Reach Up Case Managers/Career Coaches will support participants in the goal setting process which includes use of the Goal Plan Do Review Revise (GPDR/R) tools ([GPDR/R](#)) and creation of a Family Development Plan. Reach Up Case Managers/Career Coaches and participants should talk about support services in conjunction with the goal setting process. Consider the obstacles that are in place to a participant reaching their goal and if a support service will help to remove that obstacle. Ask appreciative questions [Appreciative Questions](#) and powerful questions [Powerful Questions](#) to help a participant set these goals. If it is identified that a support service may be needed for an established goal then document this on the Family Development Plan and on the case note template. Reach Up Case Managers/Career Coaches should inform participants of spending limitations regarding support services following the matrix guidelines ([Support Services Matrix](#)). Support services must be directly connected to the identified goal and support the participant in the progression of this goal (consider if the support service is needed to take the next step).

Example#1- **No**, do not proceed with issuing a support service.

Suzie is working on getting her GED as her identified goal. Suzie asks for a voucher to get clothing. Clothing is not directly needed to support Suzie in completing her GED. This would be an opportunity to explore other available resources for Suzie to get clothing. Document the denial in case notes.

Example #2- **Yes**, proceed forward with issuing a support service.

Suzie is working on getting her GED as her identified goal. Suzie is engaged and making progress on her goal. Suzie has asked for help with cost of the GED test. Suzie applied for funding through Vermont Adult Learning and VSAC, but there was no funding available. Suzie has not accessed any other support services this fiscal year. Proceed with paying for GED test following the matrix spending limits and guidelines. Before approving make sure to review the spending limits with Suzie and ask if Suzie wants to move forward with Reach Up covering this cost. Issue the payment following the support service matrix and document in case notes.

Incentives and goal setting

Incentives can be issued to support participants in achieving their identified goal on their Family Development Plan or GPDR/R goal sheets or for recognition of goal completion. Incentives should be discussed with the participant so the participant can articulate what might help support their goal progression. Incentives can range in amount and frequency depending on the participant's goal/s and circumstance. It is important to consider the maximum spending limits when discussing incentives with participants. Once an incentive is issued

participants are able to spend these funds based on their family's needs (EX: could use it to go to a movie, buy food, pay for a fine, or for clothing for their child).

Exception Requests for Transportation

The Reach Up Case Managers/Career Coach will follow the guidance on P2341 for exception requests pertaining to transportation. All exception requests for transportation must be approved through Reach Up Central Office.

Exception Requests for non-transportation related expenses

In order for an exception to be considered the participant must meet one of the following categories:

- Fleeing domestic violence or need of support service to safely leave abusive situation,
- Extreme geographic isolation that prevents the family from accessing food, social support, medical care, early intervention services, laundry, etc

To send an exception request the Reach Up Case Manager/Career Coach would complete an [AOPS-Inquiry-Form](#) and review with their Reach Up Supervisor before being sent to Reach Up Central Office

AHS.DCFESDCOReachUp@vermont.gov for review. All exception requests must include a current budget worksheet [Monthly Budget](#).

Self employment

Support services for self-employment are included on the matrix and spending limits should follow these guidelines.

Support service funds may not be used to support Cannabis Self Employment due to federal laws prohibiting such use of funds.

ICAN support services

Support services available through ICAN-RU are highlighted in yellow on the support service matrix ([Support Services Matrix](#)). If a participant is registered in Vermont Job Link (VJL) and has an ICAN-RU component on their Family Development Plan, then the ICAN support services should be explored first. If the maximum available support for ICAN-RU is less than the Reach Up support services matrix then a combination can be used. The maximum amount a participant can receive in a state fiscal year (July 1-June 30) applies to both ICAN-RU support services and regular RU support services combined.

When issuing the ICAN-RU support service check through ACCESS make sure to use the correct code 70 E&T Transportation, 71 E&T Childcare, or 72 E&T Other. Use the matrix as a guide.

Exception to Spending Limits for ICAN-RU

Assistance for ICAN-RU Housing and Utility support services (electric, fuel, gas, general, internet), is exempt from the spending limits. Participants must have made progress towards an ICAN-RU component and must:

- Have a current Goal Sheet and have accomplished steps towards their goal.
- Provide a budget that shows the expense will be paid going forward or a plan for how they will increase their income to be able to afford the expense in two months.
- 30% of participant income must be used to support housing costs. If current budget supports the expense participants must provide a detailed explanation why they are requesting support.

Example #1 – **Yes**, you can do the following in the example below.

Joe asks for help with car insurance, is enrolled in an ICAN-RU component and has a VJL account. ICAN-RU support services allows up to 2 months of support for car insurance. The amount of his car insurance for 2 months equals \$200. The support service matrix for car insurance for non- ICAN related support services is also 2 months of support for car insurance. This means Joe could access \$200 through ICAN support services and \$200 in non-ICAN related support services in the fiscal year if support is needed again to help remove an obstacle to a goal. This brings the total to \$400 of support services for car insurance which falls under transportation related expenses. The maximum spending limit for transportation related expenses is \$1000. Joe is within that maximum limit. ACCESS codes should reflect both funding sources separately. In this example Reach Up Case Managers/Career Coaches should use code 70 (ICAN) for the \$200 payment and then code 59 (non-ICAN) for the \$200 payment.

Documentation of support services

The Reach Up Case Manager/Career Coach will document support services in case notes with the following information:

- Support services that have been issued
- The amount of the support service issued
- The date the support services was issued
- Any support services that were reviewed or discussed

Reach Up Case Managers should also include what support service was discussed on the Family Development Plan and GPDR/R worksheets.

Reach Up Case Manager/Career Coaches will need to document all support services issued on a spreadsheet provided by Reach Up Central Office. Support service spreadsheets will be kept on district share drives. Reach Up Supervisors will review the spreadsheet with the Reach Up Case Manager during regular supervision. VABIR leadership and Reach Up Supervisors will review with the Career Coaches at least monthly. The purpose of the review is to ensure the procedure and matrix are being followed, Reach Up Case Manager/Career Coaches are providing support services regularly, and multiple participants are receiving support service. Reach Up Central Office will periodically review the spreadsheets for budgetary considerations and during time of case consultation.

Issuing support services

Reach Up Case Managers/Career Coaches have two business days to issue a support service check after receiving a bill or request for payment from a partner, local business, or participant.

A Payment Authorization for Reach Up Support Service (form [630A](#)) may be used to allow a participant to purchase or obtain a service from a business in the community. The form is then returned to the local District office for payment.

Reach Up Case Managers/Career Coaches can issue a check through ACCESS using the CHCK C function. Checks can be written directly to a business, or checks can be written to the participant as reimbursement for an expense already paid with prior approval from the Reach Up Case Manager/Career Coach. For more information see [P2340A.pdf](#) on writing a support service checks in ACCESS.

Credit Card Purchase Request

Reach Up Case Managers/Career Coaches and Supervisors may request that support services for a participant be paid for by credit card when no other payment method is an option. The credit card is held in central office and the following questions below must be completed when requesting use of credit card. The Questions should be emailed to AHS.DCFESDReachUpPurchaseCard@vermont.gov .

Questions to submit for credit card purchase request:

- Participant name, SSN, and date of request
- Describe the need and why the purchase card needs to be used (instead of check, voucher, reimbursement)
- Item to be purchased (include link to item)

- Item shipped to what name and mailing address
- Participant email address

Example

Joe and his Reach Up Case Manager/Career Coach have established that a lap top is needed for Joe to participate in college courses. Joe has explored all other available resources. Joe is needing the lap top for class in the next week, but doesn't have the Reach Up funds to purchase this and get reimbursement. Joe needs to purchase the lap top online and cannot get it from a local business with a check or voucher. The Reach Up Case Manager/Career Coach can submit the credit card request questions to AHS.DCFESDReachUpPurchaseCard@vermont.gov for review.

Once the credit card request questions have been submitted, Reach Up Central Office will review it within 2 Business days and will send a decision back to the Reach Up Case Manager/Career Coach. The Reach Up Case Manager/Career Coach will document the decision in case notes. The decision should also be saved in the participant's electronic case file.

If approved, RUCO will make the item or service purchase. Items will be shipped to the address listed on the credit card request questions.

If a return or exchange must be made, the participant must notify the Reach Up Case Manager/Career Coach as soon as possible. The Reach Up Case Manager/Career Coach will then email AHS.DCFESDReachUpPurchaseCard@vermont.gov to explain the reason for return/exchange. It will be the participant's responsibility to repackage and return the item, however if free returns are available, RUCO will email the shipping label to the participant.

P-2341 Transportation Opportunities (24-08)

Vehicle ownership supports the mission of Vermont's Reach Up Program to help families overcome obstacles such as lack of transportation, while improving their finances and improving employment prospects. Owning a car is a life-changing event for families and is strongly tied to upward economic mobility.

Transportation opportunities may be available to participants receiving Reach First, Reach Up, Post-Secondary Education, Reach Ahead, and participants eligible for Code 99 who need reliable transportation to achieve their goals.

It is important for case manager/career coach to have very clear conversations with participants regarding transportation opportunities. Participants should be aware of the opportunities available to them. Case manager/career coaches should never promise support regarding purchasing or receiving a vehicle through Reach Up until they receive correspondence from Reach Up Central Office. If a participant asks their case manager/career coach for help with purchasing a vehicle or a down payment, follow the steps in this procedure. Unless the case manager/career coach has received an email from Reach Up Central Office the case manager/career coach should be clear with the participant that their initial request is denied. However, they may move up the list as cars are purchased/awarded and be eligible in the future.

Initial Screening

Case managers/career coaches should explore transportation with all participants to help them achieve their goals and discuss the costs associated with owning a vehicle and saving for future expenses. [Your Money, Your Goals | Consumer Financial Protection Bureau \(consumerfinance.gov\)](#)

Valid VT Driver's License

The case manager/career coach confirms the participant has a valid VT driver's license. Participants will need to provide their license number.

If they do not have a valid license or their license is valid in another state, they will need to obtain a VT license before they are to be considered for a vehicle.

Resources Available

The case manager/career coach will confirm if the household has a working vehicle. If the household has a working vehicle, a second vehicle cannot be issued. This includes families with more than one adult. Exceptions may be considered if the health and safety of the children and/or other family members is severely affected by lack of a car, and if owning a car may significantly improve the family's situation. Examples may include:

- Fleeing domestic violence or need vehicle to safely leave abusive situation;
- Literal homelessness with no access to transportation;
- Extreme geographic isolation that prevents family from accessing food, social supports, critical medical care, early intervention services, laundry, etc.

Reach Up Supervisors can send exceptions to AHS.DCFReachUpGNGCars@vermont.gov. Reach Up Central Office team will review exception requests within 48 hours of receiving. If an exception is approved a Transportation Point Sheet will need to be submitted.

Previously received support

If a participant has received a vehicle or support to purchase a vehicle from Reach Up in the past, they are not eligible to receive additional support unless they receive approval from Reach Up Central Office

Exceptions will be considered if the health and safety of the children and/or other family members is severely affected by lack of a car, and if owning a car may significantly improve the family's situation. Examples may include:

- Fleeing domestic violence or need vehicle to safely leave abusive situation;
- Literal homelessness with no access to transportation;
- Extreme geographic isolation that prevents family from accessing food, social supports, critical medical care, early intervention services, laundry, etc.

Additional exceptions may be considered pending on the situation. The case manager/career coach should work with the participant to answer the following questions:

- What support was previously received (GNG Car, BGS Car, help with downpayment or purchasing a vehicle)?
- How long were they able to maintain ownership of the vehicle?
- Why do they no longer have the vehicle?
- Why was the participant not able to increase their income for their next vehicle?
- What planning was done to try to prepare for the inevitable need for a new vehicle?

Reach Up Supervisors can send exceptions to AHS.DCFReachUpGNGCars@vermont.gov. Reach Up Central Office team will review exception requests within 48 hours of receiving and notify the case manager/career coach of a decision by email. If an exception is approved a Transportation Point Sheet will need to be submitted before they will be added to the waiting list.

Car wait list

All participants who would like to pursue car ownership must be added to the car wait list by completing a Transportation Point System ([602TPS fillable.pdf](#)) and submitting to AHS.DCFReachUpGNGCars@vermont.gov. The form must be typed (not handwritten). Save the form in the following format: date, document type, and participant's initials. Example: 8.21.21 602TPSMB. If the form is not completed correctly, it will be returned.

Do not print, but scan and save this document. The original document is required for the participant to be added to the list. This will allow for the document to be edited if necessary. Save a copy of the 602TPS in the 4th brad of the electronic case file. Enter a case note after submitting a 602TPS for the participant.

Case manager/career coaches select the corresponding number in each category on the form that best fits the participants current transportation needs. Only select one. The additional information must be completed before submitting the form.

In the summary, briefly explain the participant's current transportation situation. Include their struggles and success. Indicate if public transportation is available. If they are using public transportation include the participant's experience and why it does not meet their transportation needs. If they are not using public transportation, please explain why.

Prioritizing the list

The participant will be added to a state-wide list of applicants and prioritized by:

- Highest total points;
- Highest urgency score;
- Highest obstacle score;
- Date added to the list.

Reach Up Central Office will prioritize participants at the top of the car waiting list and will email case managers/career coach if a participant they are working with is one of the prioritized participants.

After the case manager/career coach receives an email, they will explain the three options outlined above to the participant, and help the participant think through the pros and cons of each. They choose which option is best for them. These are the only participants who the case manager/career coach should be supporting in potentially purchasing a vehicle using support services.

- The participant will remain on the wait list until they receive a GNG/BGS car, or they purchase a vehicle.
- This conversation must be documented in case notes.

Reviewing/Updating the prioritization list

Updates should be sent by email to AHS.DCFReachUpGNGCars@vermont.gov within 5 business days of the participant's points change. A new 602TPS may be requested.

In addition, the Reach Up Central Office will email the list to Reach Up Supervisors quarterly for review.

The case manager/career coach will:

- Confirm the points are the same or provide an updated 602TPS for any participant on the list that has had changes that were not previously reported.
- Review license expiration dates and update for those who have expired since the 602TPS was submitted.
- Email all changes to AHS.DCFReachUpGNGCars@vermont.gov

If the Reach Up Central Office does not receive any correspondence about the participants on the list, they will remain unchanged on the list.

At any time Reach Up Central Office may ask for any specific update. Case manager/Career Coach will respond within 48 hours. Participants will be placed "on hold" and will not be able to receive a vehicle until the case manager/career coach provides updated information.

If a participant has closed, but it is expected they reopen within 30 days, they may remain "on hold". While on hold they are not eligible to receive a vehicle unless they qualify for code 99.

Exceptions to the prioritization on the list

Exceptions may be considered if the health and safety of the children and/or other family members is severely affected by lack of a car, and if owning a car may significantly improve the family's situation. Examples may include:

- Fleeting domestic violence or need vehicle to safely leave abusive situation;
- Literal homelessness with no access to transportation;
- Extreme geographic isolation that prevents family from accessing food, social supports, critical medical care, early intervention services, laundry, etc.

Reach Up Supervisors can send exceptions to AHS.DCFReachUpGNGCars@vermont.gov. Reach Up Central Office team will

review exception requests within 48 hours of receiving and let the Reach Up Supervisor the outcome.

Opportunities to owning a vehicle

There are three options for a participant to pursue car ownership through Reach Up:

- Reach Up will purchase and give a vehicle to participants through agreements with Good News Garage or Buildings and Grounds Services (BGS).
- The participant can identify a car for purchase from a reputable dealer or private sale, and Reach Up will pay, up to a set amount towards a down payment or cost of purchase.
 - Reach Up may pay up to \$3,500 towards the cost of a vehicle, which may be either the full cost of the vehicle if less than \$3,500 or a down payment. The purchase price of the vehicle must be close to or less than the NADA value of the vehicle. If the cost of the vehicle exceeds \$3,500, the monthly car payment cannot exceed 15% of the participant's current monthly income. They must complete a budget with their case manager and/or a community partner to demonstrate how they will maintain payments.
- The participant may identify a car to purchase using the MileageSmart program:
 - MileageSmart is an income-eligible incentive program to assist with purchasing a used hybrid or electric vehicle. Participants receive
 - 25% of the initial price of the vehicle (excluding taxes and registration fees), up to \$5,000, to go towards the purchase of an eligible vehicle. The remaining balance can be paid in cash, through a loan, or following the process below for Support Services exceptions.
 - More information and the application can be found on the MileageSmart website. Reach Up may contribute up to \$3,500 towards the cost of a vehicle.

Car Becomes Available

When a vehicle is available. The participant at the top of the list will be selected to receive a vehicle. When selecting the participant, the type of vehicle available will be taken into consideration. (i.e., large family size, # of children, transmission type, 4Wheel drive).

Car available is a GNG vehicle.

If a participant is chosen to receive a GNG vehicle, Reach Up Central Office will send an email to the case manager/career coach and Reach Up supervisor.

The case manager/career coach will inform the participant they were selected to receive a GNG vehicle, complete the Car Authorization form) ([602TPS fillable.pdf](#)) and email the completed form to AHS.DCFReachUpGNGCars@vermont.gov.. Support the participant on securing insurance. Collision is not required, however highly recommended. Reach Up can help with the cost of insurance following the [Microsoft Word - Support Services Matrix updated 7,23,15.docx \(sharepoint.com\)](#). Review with the participant the importance of following the GNG car warranty.

GNG will send the completed Car Authorization form (602RTP) to the Reach Up Central Office. Reach Up Central Office will issue a check for the registration, title, and taxes. This is exempt from the support service procedure and matrix.

Once GNG receives the Car Authorization form (602RTP), they will begin the placement process, which takes up to 8 days. It can take longer in certain situations.

- GNG will run a license check to ensure the participant holds a valid license and can legally operate a vehicle.
- GNG will contact the participant to arrange a date/time to pick up the vehicle.
- GNG will provide the participant with all the information needed for insurance. They will verify that the participant has required Automotive Insurance.

On the date of the vehicle pick up, GNG will educate the participant on their new vehicle, the warranty that goes with the purchase, and child safety seat instruction.

GNG Warranty

A one-year limited warranty comes with all GNG vehicles. This warranty is intended to support responsible vehicle ownership. Repairs will be focused on vehicle safety and reliability using Vermont State Inspection standards as a guide.

The Warranty applies to the owner and vehicle given by GNG ONLY. The Warranty is non-transferrable and terminates if the vehicle is sold or modified during the warranty period. Repairs not specifically authorized by Good News Garage (or partner garage) are not covered under the warranty.

During the first 3 months or 3,000 miles of ownership, whichever comes first, Good News Garage will repair the vehicle and/or at GNG's option, authorize and pay for a garage near the participant to repair their vehicle if they have mechanical problems or a break down. This includes towing the vehicle if necessary.

Warranty of the power train may be extended for up to 12 months, as long as the participant contacts GNG and authorizes GNG to provide a free Vehicle Wellness check and a free oil change every 3 months or 3,000 miles, whichever comes first. Vehicle Wellness checks need to happen at 3, 6, and 9 months or 3,000, 6,000, and 9,000, whichever comes first. Failure to complete the authorized inspection effectively ends the warranty.

Example if a participant has the vehicle wellness check done at 3 months, but then misses the 6 months vehicle wellness check. The warranty would end at 6 months. GNG would no longer support vehicle repairs, wellness check, or oil changes.

Any concerns with a GNG car the case manager/career coach should support the participant in contacting GNG. If additional support is needed the Reach Up Supervisor can be consulted. If the issue cannot be resolved the Reach Up Supervisor should contact Reach Up Central Office AHS.DCFReachUpGNGCars@vermont.gov for support.

Car available is a BGS vehicle.

If a participant is chosen to receive a BGS vehicle, Reach Up Central Office will run a license check to ensure the participant holds a valid license and can legally operate a vehicle. Reach Up Central Office will then send an email to the case manager/career coach and Reach Up supervisor to inform that the participant has been selected.

The case manager/career coach will inform the participant they were selected to receive a BGS vehicle. The case manager/career coach will work with Reach Up Central Office and the participant on the placement process, which can take up to 10 days or longer in certain situations. The case manager/career coach would do the following once the participant has been chosen and notified.

- Support the participant in securing insurance. Collision is not required, however highly recommended. Reach Up can help with the cost of insurance following the support service procedures and matrix([Matrix](#)).
- Send a copy of the insurance card to the identified Reach Up Central Office staff.
- Coordinate between Reach Up Central Office and the participant a time for vehicle pick up. Vehicles will be picked up at the Waterbury State Office Complex (WSOC) at 280 State Drive Waterbury, VT.
- Educate the participant on their new vehicle and inform the participant that there is no vehicle warranty.

At time of vehicle pick up Reach Up Central Office will complete the following with the participant.

- Temporary vehicle registration and plates
- New vehicle registration form
- Title transfer
- Bill of Sale

Reach Up Central Office will issue a check for the registration, title, and taxes. This is exempt from the support service procedure and matrix. Reach Up Central Office will mail in the registration, title, and tax checks with the above documentation to the Department of Motor Vehicle (DMV). The DMV will then send the participant the registration, plates, and title in the mail. This could take up to 60 days.

BGS vehicles do not come with a warranty. Reach Up Central Office will inform participants of this at time of pick up and will provide with information on any repairs that have been completed on the vehicle by the Reach Up program. Participants can access support with car repairs following the support service procedure and matrix. Please consult with Reach Up Central Office before denying car repairs on a BGS awarded vehicle (if awarded within that fiscal year).

Car for Purchase

If a participant is eligible to find a car for purchase Reach Up Central Office will notify the case manager/career coach of this opportunity.

If participant finds a car for purchase the case manager/career coach will answer **all** questions below and sends an email to AHS.DCFReachUpGNGCars@vermont.gov for final approval. If you don't have an answer to a question, note the reason why. Reach Up Central Office **MUST** approve before a vehicle is purchased. Requests that are approved will be issued using Support Services code 63) GNG/CAM Vehicles, case manager/career coach will issue the check to the dealership or lender.

- Have you verified that the participant has a current driver's license?
- What is the make, model, year, and mileage of the vehicle? What is the current NADA value?
- What is the asking purchase price?
- Has a GNG partner or reputable local garage looked over the vehicle to ensure it is in good condition and inspectable?
- What is the plan to insure the vehicle?
- If the participant will have a car payment, how does the participant plan to keep up with the payments? What will the car payment be?
- Give a brief description of the conversation regarding budget and car ownership and which tool(s) you used in that conversation.

Down payment

If this is a request for a down payment the case manager/career coach will answer all questions below and sends an email to AHS.DCFReachUpGNGCars@vermont.gov. for final approval. If you don't have an answer to a question, note the reason why. Reach Up Central Office **MUST** be approved before a down payment is supported. Requests that are approved will be issued using Support Services code 63) GNG/CAM Vehicles, case manager/career coach will issue the check to the dealership or lender.

- Have you verified that the participant has a current driver's license?
- What is the make, model, year, and mileage of the vehicle? What is the current NADA value?
- What is the asking purchase price?
- Has a GNG partner or reputable local garage looked over the vehicle to ensure it is in good condition and inspectable?
- What is the plan to insure the vehicle?
- If the participant will have a car payment, how does the participant plan to keep up with the payments? What will the car payment be?
- Give a brief description of the conversation regarding budget and car ownership and which tool(s) you used in that conversation.
- What is the request for the down payment?
- What is the monthly payment?
- Is the payment less than 15% of their current monthly income? Was a budget completed?

Future planning

When participants receive a vehicle through the Reach Up program they almost immediately need to begin working towards a plan for their next vehicle. Many of the vehicles awarded are not intended to last a significant amount of time. The case manager/career coach should support the participant in developing a plan that may include increasing income or savings.

MileageSmart

If this is a request for additional funds to purchase a vehicle through the MileageSmart, the case manager/career coach will answer all questions below and sends an email to AOPS for final approval. If you don't have an answer to a question, note the reason why. Reach Up Central Office **MUST** be approved before a down payment is supported. Requests that are approved will be issued using Support Services code 63) GNG/CAM Vehicles, case manager/career coach will issue the check to the dealership or lender.

- Have you verified that the participant has a current driver's license?

- What is the make, model, year, and mileage of the vehicle? What is the current NADA value?
- What is the asking purchase price?
- Has a GNG partner or reputable local garage looked over the vehicle to ensure it is in good condition and inspectable?
- What is the plan to insure the vehicle?
- If the participant will have a car payment, how does the participant plan to keep up with the payments? What will the car payment be?
- Give a brief description of the conversation regarding budget and car ownership and which tool(s) you used in that conversation.
- How much is MilageSmart contributing?
- What additional funds are requested?

Repossessions/Behind on Payments/Monthly Car Payment

If a participant reports to the case manager their vehicle is in jeopardy of being repossessed, behind on payments, or they cannot make a current monthly payment case managers must complete the following questions and submit to AHS.DCFReachUpGNGCars@vermont.gov for review. Reach Up may pay up to \$3,500 towards the cost. Requests that are approved will be issued using Support Services code 63) GNG/CAM Vehicles, RUCM issues the check to the dealership or lender.

All participants must complete a budget before submitting a request. If they are not working with a financial coach, they should be encouraged to consider this as an option. Please include a 602TPS and a copy of the monthly statement with your request. If the request is time sensitive due to a repossession date a request can be made without a budget, however the % of income must be provided for the monthly payment.

- How much support are they requesting and why were they unable to make their monthly payment?
- What is the make, model, year, and mileage of the vehicle?
- What is the current NADA value? How much does the participant still owe on the vehicle?
- What is the monthly payment?
- After completing a budget, is the payment less than 15% of their current monthly income? If the monthly payment exceeds 15%, what percent of their current monthly income is the payment.
- Do they have a history of sustaining payments and what is the plan to sustain payments going forward?
- For repossessions what is the amount needed to stop repossession? Please submit documentation from the lender. When is the deadline to pay?
- If the request is higher than \$3,500 what is the plan to cover the remaining balance.
- If approved this remaining balance will need to be paid before Reach Up will issue a check.

P-2378 Career Coach Services (24-08)

VABIR Career Coaches (VCC) will provide expertise in employment, education, and training to participants receiving Reach Up and identify an employment, education, and training goals. The responsibilities of the VABIR Career Coach (VCC), VABIR RU Training Manager, VABIR Program Manager Reach Up Supervisor (RUS), and Reach Up Central Office (RUCO) is identified in the [Roles and Responsibilities for Career Coach Services 3.18.24.docx \(sharepoint.com\)](#) document.

The VABIR Program Manager is the identified supervisor for all VABIR Career Coaches. The Reach Up Supervisor oversees the case management services in the district and provides technical assistance to the VABIR Career Coach. The Reach Up Supervisor will not provide supervision to the VABIR Career Coach but will provide support. It is important the roles of the VABIR Program Manager and Reach Up Supervisor are clearly articulated to the career coach. The Reach Up Supervisor should not identify themselves as the direct supervisor to the VABIR Career Coach.

VABIR Career Coach meeting with participants

The VABIR Career Coach will offer all meetings to participants in their preferred location, including office, community, home and virtual.

Home Visiting

The VABIR Career Coach role is to support participants in their education, training, and employment goals. Participants will be encouraged to meet in the office, or virtually, or in the community. Home visits will not be done regularly. If the participant is requesting a home visit the VABIR Career Coach will use their coaching skills to determine why they are requesting a home visit. If an obstacle prevents the participant from meeting in an office setting the VABIR Career Coach will work with the participant to overcome the obstacle.

If after a conversation a home visit is the best solution the VABIR Career Coach will work with VABIR Program Manager and VABIR Reach Up Trainer to move forward with a home visit. Reach Up Case Managers will not attend a home visit with a VABIR Career Coach. A Reach Up Supervisor may join if they are available, this request would come from the VABIR Program Manager. It is between the VABIR Career Coach and participant to determine the best way to meet participants' needs and help them achieve their goals.

The only time a Reach Up Supervisor would be involved in determining how a VABIR Career Coach and participant meet is if the participant contacts the Reach Up Supervisor regarding a home visit request not being met. If this happens the Reach Up Supervisor will review the situation with the VABIR Program Manager.

The VABIR Program Manager and VABIR Career Coach will work with the participant to resolve the issue.

Supporting participants overcoming obstacles

Participants with employment, education, and training goals will often have obstacles they need to overcome to achieve their goals. Many of these obstacles the VABIR Career Coach will support the participant. This would include transportation, childcare, resources needed to accomplish their goal, applying for Social Security while pursuing employment, education and training goal, etc.

In some rare circumstances the participant may have obstacles that will require both a VABIR Career Coach and Reach Up Case Manager. This could be Family Services Division involvement that requires a significant amount of coordination or a unique obstacle. The Reach Up Supervisor and VABIR Program Manager can discuss and determine if assigning a participant to VABIR Career Coach and Reach Up Case Manager is appropriate.

The VABIR Career Coach will:

- Be assigned the case in ACCESS
- Meet with the participant as needed, at a minimum once per month Coach the participant using GPDR/R on their employment, education, and training goal,
- Complete and review Goal Sheets/FDP,
- Provide support services related to participants' goals,
- Follow up with good cause, conciliation, and sanction if the participant chooses to not engage.

The Reach Up Case Manager will:

- Coach the participant to overcome the identified obstacle
- Meet with the participant as needed, at a minimum once per month
- Support Services to help overcome the obstacle
- Coordinate resources and referrals connected to the obstacle

Housing Obstacles

If a participant has an employment, education, and training goal and housing is an obstacle, the RUS may assign the participant to a VCC **and** a RUCM. The RUS will take into consideration community resources available following P-2360 HOUSING CASE MANAGEMENT AND REACH UP. If the RUS is aware of a community partner that can take on the housing case management role, then the participant can be assigned to a VCC only with the expectation they will refer to the community agency. When other resources are not available then the RUS will assign a RUCM and VCC.

When a participant is assigned to both a VCC and RUCM they will be placed in the VCCs number as they will be the lead coach. The VCC will be responsible for monthly contact, GPDR/R, FDP/Goal Sheets, and Support Services (these should all be employment, education, and training focused). The RUCM will offer housing case management only. If the participant chooses not to work with the RUCM on housing, that is the participant's choice and okay. The VCC will continue to coach the participants on their employment, education, and training goals. The VCC would not take on the housing case management role. While working towards their employment, education, and training goals if the participants express housing is an obstacle towards achieving their goals, the VCC should revisit the opportunity to work with a RUCM on housing with the participants. If the participant is interested in working with a RUCM on housing the VCC would let the RUS know. The RUS would assign a RUCM to provide housing case management.

The VCC and RUCM can do an initial 3-way meeting to explain the roles of the VCC and RUCM. All meetings going forward should be done separately, so the VCC can focus on employment, education, and training and the RUCM can focus on housing.

Role of the VABIR Career Coach and Reach Up Case Manager (Housing Case Manager)

The following outline describes the responsibilities of the VCC when a participant is only working with a VCC (and not also a RUCM).

VCC will:

- Support a participant in the process of removing their name from a registry preventing housing eligibility/employment,
- Support a participant obtaining a Social Security Card or Birth Certificate,
- Provide links to housing applications (if requested by a participant),
- Make referrals to community housing agencies (if requested by a participant),
- Support the participant in connecting to [Vermont Legal Aid](#).

VCC will not:

- Provide housing case management, even if a community partner is unable to provide support to the participant. ^(OB)
- Help participants complete housing applications
- Follow up on housing referrals made
- Sign FUV or VRS housing applications (this must be done by the RUCM)
- Be involved with a landlord

The following outline describes the responsibilities of the VCC and RUCM when a participant is working with a VABIR Career Coach on their employment, education, and training goals **and** a Reach Up Case Manager on housing.
VCC:

- Be assigned the case in ACCESS
- Meet with the participant at least once per month, Coach the participant using GPDR/R on their employment, education, and training goal,
- Complete and review Goal Sheets/FDP,
- Provide support services related to participants' goals,
- Support a participant in the process of removing their name from a registry preventing housing eligibility/employment,
- Support a participant obtaining a Social Security Card or Birth Certificate,
- Follow up with good cause, conciliation, and sanction if the participant chooses to not engage.

Reach Up Case Manager:

- Provide housing case management only,
- Meet with the participant as needed
 - Once applications have been submitted and participant is waiting for next steps the RUCM does not need to meet with the participant every month unless needed, the RUCM should check in at least every other month via text, email or phone.
- Providing links to housing applications
 - Participants should be empowered to complete as much of the application as possible on their own; provide support completing applications if needed
- Sign housing applications
- Provide ongoing housing case management if needed
- Provide support services related to housing
- The RUCM will not
 - Establish good cause, conciliation, or sanction if the participant does not engage.
 - Participation in housing case management is optional. However, the RUCM should be clear about the expectations for GA housing, Coordinated Entry, and different housing vouchers. Participation may be necessary for these.

Support Services

If a participant is working with a Reach Up Case Manager and VABIR Career Coach, The VABIR Career Coach will be responsible for issuing any support services provided to ensure the procedure and matrix are being followed. If a participant is assigned to a Reach Up Case Manager and VABIR Career Coach it does not increase the amount of support services a participant is eligible for.

The Reach Up Case Manager and VABIR Career Coach will empower the participant to decide what supports service would be best for them to move forward with their goal or housing.

One-Time Services

VABIR Career Coaches will not provide “One-time service” An example of this would be help with a resume. If a RUCM is working with a participant that only wants support with a resume, they should be referred to VDOL.

Reach Up Case Manager supporting participant with an employment, education, and training goal

If a Reach Up Case Manager is working with a participant that identifies an employment, education, or training goal as their primary focus, they should follow the steps in the [assigning cases procedure](#) and discuss with their Reach Up Supervisor. Reach Up Case Managers cannot make a direct referral to a VABIR Career Coach. The Reach Up Supervisor needs to take case load size and other factors into consideration before assigning a participant to a VABIR Career Coach.