

Bundled Service Plan – Program/Resource Desk-Aid

Consistency of service supports equity and customer success. This desk-aid is intended as a simple tool to empower frontline staff with the basic knowledge about the 8 programs and resources below so they can ensure that every customer they interact with is aware of each of these resources, and has the key information needed to know how to connect with them, based on need.

This tool is intended for use by frontline staff who interact directly with customers—this could include staff at WorkSource Centers, DSHS Community Services Offices, Community Colleges, WIOA providers, and other organizations that support customers experiencing poverty.

This tool is only intended to convey key basic information on this core set of resources and programs—customers and case managers should be encouraged to seek additional information on these and other resources, based on individual need.

Key notes on usage:

- Staff should use the guiding questions consistently with each customer to guide connection to resources as appropriate. If desired, questions may be reordered to start with those questions provided by the staff person's own organization (i.e.: a training related organization would start with training related questions)
- Based on participant responses to the guiding questions, staff should walk through the information for each resource needed by the customer and take action to directly make a connection for the participant (call or email the appropriate contact) and help the customer follow through and make a plan to begin applying for each additional resource
- This tool may be used as a stand-alone frontline staff reference, or as a supplement incorporated into existing tools

Guiding Questions

- 1. Do you have children?**
 - a. Would you like help paying for or providing childcare?
 - b. Would you like support to access pre-school?
- 2. Do you have enough food to feed you and your family?**
- 3. Would you like help finding a job?**
- 4. Would you like help with education or training to get a job?**
- 5. Do you have a stable, safe place to live?**

Program/Resource	Minimum Eligibility	Required Documentation	Connection info
<p>Financial Aid Support: FAFSA/WASFA completion Washington College Grant (WCG) and Pell Grant</p> <p>FAFSA: Free Application for Federal Student Aid. Complete the FAFSA to be considered for both Federal financial assistance (Pell Grant, loans) and State aid (Washington College Grant). Completing the FAFSA will ensure that you receive the most funding available to you.</p> <p>WASFA: The Washington Application for State Financial Aid is the application for those who are not able complete the FAFSA. By completing the WASFA, you will be considered for State financial aid only (WCG).</p>	<p>FAFSA: Be a U.S. citizen or eligible noncitizen</p> <p>Pell Grant</p> <ul style="list-style-type: none"> Financial need, income based Have not earned a bachelor’s degree <p>WASFA: Undocumented or do not qualify for federal financial aid because of immigration status.</p> <p>Washington College Grant (WCG)</p> <ul style="list-style-type: none"> Primarily income based Attend an eligible in-state college or university 	<p>FAFSA: Completed tax return</p> <p>WASFA: Not required to file a tax return. Complete financial information using alternative documents (bank statements, W-2, etc.)</p>	<p>Submit FAFSA online at: https://studentaid.gov/h/apply-for-aid/fafsa</p> <p>Submit WASFA online at: https://wsac.wa.gov/wasfa</p> <p>Local: College Financial Aid Office</p> <ul style="list-style-type: none"> Name Phone Email Organization Address
<p>Food Assistance: Washington Basic Food Program - Federal SNAP and State Nutrition Assistance</p> <p>A food and nutrition program for individuals and families who meet income guidelines. Also known as the Food Stamp Program, Basic Food helps people to afford a nutritious diet by providing eligible households an electronic benefits card and monthly benefits to buy food (and seeds and plants to grow food) at participating grocery stores, farmers markets, and other participating vendors.</p>	<ul style="list-style-type: none"> Income below 200% the Federal Poverty Level (for a household of 2, this would be \$36,620 annually) Federal Food Stamp Program is limited to U.S. citizens; State program pays for Basic Food benefits to legal immigrants who do not meet the citizen rules for the federal program. <p><i>Eligibility rules may differ slightly if there is a mixed household (federally eligible and ineligible) and income would be prorated accordingly.</i></p>	<ul style="list-style-type: none"> Proof of identity (for head of household) Proof of income for the household. <p><i>DSHS can help with this.</i></p>	<p>Local:</p> <ul style="list-style-type: none"> Name Phone Email Organization Address <p>Other: Submit an application online through the Washington Connection at http://www.washingtonconnection.org</p>
<p>Education: ECEAP and Early ECEAP – Early Childhood Education and Assistance Program</p> <p>Pre-kindergarten program that prepares children under 4 years old for success in school and in life, providing child-centered, individualized preschool education and health coordination services on a foundation of strengths-based family support. The Department of Children, Youth, and Families (DCYF) oversees the program.</p>	<p>Early ECEAP:</p> <ul style="list-style-type: none"> Younger than 3 years old Income at or below 50% of state median income (SMI) (for a household of 2, this would be \$36,774 annually) <p>ECEAP:</p> <ul style="list-style-type: none"> At least 3 years old by Aug. 31 of the current school year Income at or below 36% of the SMI (for a household of 2, this would be \$26,477 annually). Children from families with higher income may also qualify for these programs, if they meet other prioritization factors, including: 	<ul style="list-style-type: none"> Child age verification – birth certificate, medical record, passport, etc. Legal guardianship documentation Family size verification Income verification 	<p>Local:</p> <ul style="list-style-type: none"> Name Phone Email Organization Address

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	tribal children, children with disabilities, or experiencing homelessness.		
<p>Childcare: Working Connections Child Care (WCCC)</p> <p>Helps eligible families pay for childcare. When a family qualifies for childcare subsidy benefits and chooses an eligible provider, the state pays a portion of the cost of childcare. Parents may be responsible for a copayment to their provider each month. The program pays for childcare while parents participate in approved activities, including: employment, education, and/or Workfirst/BFET plan activities.</p>	<ul style="list-style-type: none"> Income at or below 60% of the State Median Income (SMI) (for a household of 2, this would be \$43,629 annually) Child must be a U.S. citizen, legal resident, or otherwise eligible for federal benefits Must live in Washington state 	<ul style="list-style-type: none"> Proof of legal status/residency for the child Proof of custody Family size verification Income verification, including child support received Documentation of participation in education or Workfirst/BFET activities 	<p>Local:</p> <ul style="list-style-type: none"> Name Phone Email Organization Address
<p>Employment and Training: WorkSource and Workforce Innovation and Opportunity Act (WIOA) providers offer a wide range of employment and training services to help customers gain the skills needed to find employment.</p> <p>Intensive case management and training support is available through programs that target Adult, Youth, and Dislocated Worker job seekers,</p>	<p>Many basic workshops and career services are available to all Washington job seekers.</p> <p>Intensive training and support are available based on the following:</p> <p>Youth:</p> <ul style="list-style-type: none"> Ages 14-24 who are low income, and who may need help to complete an educational program or find and hold employment <p>Adults:</p> <ul style="list-style-type: none"> Ages 18+, eligible to work in the US, meet selective service requirements Priority given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills deficient <p>Dislocated Workers: meet 1 or more of the following -</p> <ul style="list-style-type: none"> Terminated or laid-off and unlikely to return to your previous job Self-employed, but the economy or a natural disaster has put you out of work. Displaced homemaker who is either unemployed or working a 	<p>No documentation required for basic services.</p> <p>For Intensive Services:</p> <ul style="list-style-type: none"> Social security number Family size verification Income verification Documentation of Public Assistance <p><i>Dislocated Worker specific:</i></p> <ul style="list-style-type: none"> Names and addresses of all your employers for the past two years. Dates you worked The reason you became unemployed If you are not a U.S. citizen, have your employment authorization and expiration date. 	<p>Local:</p> <ul style="list-style-type: none"> Name Phone Email Organization Address

Program/Resource	Minimum Eligibility	Required Documentation	Connection info
	job that does not support your household		
<p>Healthcare: Washington Health Plan Finder –</p> <p>Free or low-cost Washington Apple Health is available year-round, and you may qualify for a special enrollment if you are uninsured or have certain life changes.</p>	<p>Smart Planfinder can assist you in finding the right health plan. When shopping, answer a few questions for Smart Planfinder about your household’s needs. Smart Planfinder will recommend the health plans that are most likely to meet these needs.</p>		<p>Local:</p> <ul style="list-style-type: none"> • Name • Phone • Email • Organization • Address
<p>Healthcare: Apple Health (Medicaid) coverage –</p> <p>In Washington State, Medicaid is called Apple Health. Apple Health provides preventative care, like cancer screenings, treatment for diabetes and high blood pressure, and many other health care services.</p>	<ul style="list-style-type: none"> • For a household of 2, monthly income below \$2,107 • Are a U.S. citizen or meet Medicaid immigration requirements • Are not entitled to Medicare 	<ul style="list-style-type: none"> • Income verification • Social security numbers for household members • Birthdates for household members • Immigration information, if applicable 	<p>Local:</p> <ul style="list-style-type: none"> • Name • Phone • Email • Organization • Address <p>Other: Apply through WA Health Plan Finder</p>
<p>Tax Credits: Earned Income Tax Credit (EITC) and Working Families Tax Credit (WFTC)</p> <p>These credits help low- to moderate-income workers and families get a tax break and possibly increase tax refund amounts. The amount of credit varies based on income, # of dependents, disability status, and other criteria. The average amount of EITC received nationwide is about \$2,411.</p> <p>WFTC can be applied for starting in February 2023, after a 2022 federal tax return has been filed.</p>	<p>EITC:</p> <ul style="list-style-type: none"> • Have worked and earned income under \$57,414 • Are a U.S. citizen or resident alien • Must file a federal tax return <p>WFTC:</p> <ul style="list-style-type: none"> • Lived in Washington a minimum of 183 days • Are at least 25 and under 65 years of age OR have a qualifying child • Filed a federal tax return • Eligible for the federal Earned Income Tax Credit 	<ul style="list-style-type: none"> • Income verification • Social security number for each dependent claimed 	<p>Local:</p> <ul style="list-style-type: none"> • Name • Phone • Email • Organization • Address
<p>Housing Support: <i>Identify local housing authority or other key partner that provides housing support</i></p>	<p><i>Include local information as appropriate</i></p>	<p><i>Include local information as appropriate</i></p>	<p>Local:</p> <ul style="list-style-type: none"> • Name • Phone • Email • Organization • Address