County of Orange Social Services Agency Family Self-Sufficiency

Program/Area: CalWORKs

Title: Ancillary Supportive Services

Number: 315 Status: Signature on file Effective Date: 05/08/2009 Revision Date: 06/30/2014

PURPOSE

Regulations require that CalWORKs (CW) recipients be informed that necessary supportive services are to be available to every Welfare-To-Work (WTW) participant in order to participate in the WTW program activity (ies) to which he or she is assigned or to accept or retain employment. If necessary supportive services are not available, the individual would have good cause for not participating in the program.

POLICY

Participants shall be informed about the various ancillary services available, including:

- · Availability of advance payments;
- An explanation that these services include the cost of books, tools, fees, clothing, and
- Other necessary costs specifically required for a job or approved WTW activities. Ancillary requests will be evaluated and reimbursed if no other source of funding for reimbursement is available from another source.

LIMITS AND TIMELINES

- There is no limit on how many times ancillary payments can be issued including payment for replacement items, as long as the participant can establish that the item is necessary to participate in approved WTW activities and/or to accept or retain employment.
- There is no minimum number of participation hours required to receive payments for ancillary expenses.
- Recipients who volunteer to participate in WTW activities and their activities are reflected in an approved WTW plan, are eligible to ancillary supportive services.
- The participant may receive an advance payment if requested. Advance payments must be issued as soon as administratively possible after approval.
- All ancillary payments that are not paid in advance must be paid no more than seven (7) working days after the request is received so the individual's participation in his/her WTW activities will not be impeded.
- This is especially true at the beginning of any school term when textbooks are needed the first week of class.
- Verification that the advance payment was used for an approved purpose must be provided no later than 10 days after the issuance of the ancillary payment.

INFORMING REQUIREMENTS

Regulations require that CW staff inform participants that ancillary expenses for items needed for participation in a WTW activity, employment or a training assignment are eligible for payment.

At CW Appraisal and each time a participant signs a new activity agreement (WTW plan), the Case Manager (CM) will review the requirements and guidelines prior to referring the participant to the Intake/Continuing worker for the issuance of supportive services via F063-41-121 E Supportive Services Referral & Information.

Items to be reviewed with the participant:

- a. Ancillary expenses which are available to the participant;
- b. Potential expenses related to the participant's approved WTW activities;
- c. Other sources of funding to cover their expenses, including financial aid for those with an educational component; (See section in this policy on Student Financial Aid Statement)
- d. Written statement of need from the agency/school/employer requiring the item and cost of the item, if available;
- e. Importance of receiving prior approval before the expenditure is made;
- f. Review of reimbursement criteria;
- g. Providing all original receipts to his/her Intake/Continuing worker;
- When receipts or other documentation are not available, a written declaration that includes an explanation of why the expense was necessary and why documentation is not available shall be acceptable, unless contrary information has been established. The participant shall sign this statement under penalty of perjury.
- The purpose for an original receipt is to clearly identify the dates, items and cost of items being evaluated for an ancillary reimbursement. A copy of an original receipt will be kept in the case record and the original receipt will be returned to the participant.

And

h. Using the ancillary funds responsibly.

ESTABLISHING ANCILLARY NEEDS

At CW Orientation, Appraisal, and each time a WTW Plan is signed, the Intake/Continuing/CM worker is to review ancillary needs with the participant when a need is established. A participant may request ancillary verbally or in any form of writing.

- However, in order to evaluate a requested item for approval, a written statement of need from the agency, school or employer stating that the specific item is required.
- If the item requested is not an allowable ancillary item based on current policy and regulation, a written statement of need from an agency/school/employer would not be required for a worker to issue a denial notice.

NOTE: If the participant requests to submit his/her ancillary requests in written form, staff is to provide the participant with form F063-41-124 WTW Supportive Services Request.

AUTHORIZING AMOUNTS FOR PAYMENTS

At county option, all ancillary requests are subject to a review process. This would include ancillary requests for tools, equipment, job certification testing fees and accommodations for persons with disabilities, etc.

- Whenever practical, the option of borrowing or renting tools or equipment will be explored.
- This option will be explored jointly with the participant to see if the item requested can be borrowed from the provider or other sources.
- Local rental business will also be discussed as an option. The following authorizing amounts are:
- 1. Intake/Continuing worker approval for requests up to \$500;
- 2. Supervisory approval is required for any request \$501 \$999; and
- 3. Program approval is required for any request \$1000 and over or when the request is for an item not routinely requested.

ADVANCE PAYMENTS

The participant may receive an advance payment if requested.

- 1. Advance payments must be issued as soon as administratively possible after approval.
- All ancillary payments that are not paid in advance must be paid no more than seven (7) working days after the request and verification of proof of costs is received so the individual's participation in his/her WTW activities will not be negatively impacted. This is especially true at the beginning of any school term when textbooks are needed the first week of class.
- 2. The Intake/Continuing worker must inform the participant that receipt of subsequent advance payments is contingent upon receipt of proof of costs no later than the 10 days after the issuance of the ancillary payment.
- 3. When a participant is unable to provide the necessary information for the worker to determine whether there is an unused portion of an advance payment for supportive services, the Intake/Continuing worker shall assist the participant in securing the proof of costs.
- 4. As a last resort when the participant and the Intake/Continuing worker are unable to secure proof of costs, the worker shall have the participant complete and sign form F063-41-65 WTW Ancillary Expense Statement, under penalty of perjury as sufficient evidence of costs if no evidence to the contrary exists.
- a. This form is to be retained in the participant's supportive services case file.
- b. Proof of costs shall include, but is not limited to the receipts and provider documentation.
- c. An unused portion of an advance payment is that amount of an advance payment received, which is not subsequently supported by proof of costs.

When the Intake/Continuing worker identifies that an advance payment is not supported by proof of costs, he/she is to calculate the amount of the advanced payment, which is not supported by proof and is to refer to CW Policy 319 - Unused Advance Payment, for further instructions.

ISSUING PAYMENTS

Refer to CW Resource Guide - Ancillary Services and to CW Policy 318 - Replacement of Supportive Services Checks, if the participant reports that a check has been lost, stolen or has not arrived in the mail.

COMMUNICATION

Communication is the key between all workers who may have knowledge of supportive service needs for the participant. The goal is to provide ancillary supportive services, as appropriate, to the participant in an efficient and timely manner.

When a participant makes an ancillary payment request, the Intake/Continuing worker is to:

- a. Review the request with the participant to ensure the costs are reasonable, appropriate, and necessary;
- b. Ensure that the participant has submitted all required documentation;
- c. Obtain a release of information from the participant, if contact with an outside entity (school/employer, etc.) is needed;
- d. Contact the agency/school/employer requiring the item if more information is required to substantiate the need;
- e. CMs are to refer the participant to the Intake/Continuing worker for evaluation and authorization of ancillary payments.
- f. Notify the participant if the request is approved or denied (See CW Policy 317
- Supportive Services Notices of Action); and
- g. Notify the participant regarding the payment method to be used.

ON-THE-JOB TRAINING

Participants in on-the-job training, grant diversion, supported work or transitional employment assignments who remain eligible for aid shall be eligible for ancillary supportive services for the duration of his/her assignment, provided that the duration does not exceed applicable time limits.

EMPLOYED PARTICIPANTS

Employed participants i.e., whose WTW assignment is employment, are eligible for ancillary supportive services.

REGIONAL OCCUPATIONAL PROGRAM

If a Regional Occupational Program (ROP) purchases the required textbooks in advance for their WTW participant student and seeks reimbursement through ancillary, they would need to provide each WTW participant with their own individual statement of need that includes:

- The class course,
- Corresponding textbook, tools, supplies, and/or
- Equipment and itemized cost for each item.

NOTE: Though adult classes offered through an ROP are now tuition based, tuition is not an allowed ancillary expense.

DOMESTIC ABUSE SERVICES UNIT (DASU)

CW recipients in DASU are eligible to supportive services for 20/30/35 hours of participation regardless of the actual hours of participation because of the range of activities they are involved in.

- The DASU client and the CM will discuss level of participation and determine what supportive services will be required and a referral made to the Intake/Continuing worker.
- Contact FSS Program via chain of command regarding specific case issues requiring clarification. The case circumstances will be addressed individually.

Personal Empowerment Program

The weekly fee charged to a Domestic Abuse (DASU) client to attend a Personal Empowerment Program (PEP) class is an allowable expense under ancillary. The client attends the class once a week for ten (10) weeks.

AID STATEMENT

STUDENT FINANCIAL Necessary supportive services cannot be denied or reduced based on the participant's receipt of financial aid unless the participant voluntarily chooses to use their financial aid to cover costs that otherwise would be covered by CW supportive services. Regardless of what is stated in a financial aid letter, a participant's use of financial aid to pay for supportive services is voluntary. The Intake/Continuing worker must make a case-by-case determination of the actual availability of the student financial aid or grant to cover costs. Ancillary payments for reimbursement of books, supplies, uniforms and tools are only made on items that were verified "out of pocket" expenses for the client to participate in the approved education activity.

• "Out of pocket" expense means the participant used his/her own money to pay for the item(s).

The Student Financial Aid Statement Welfare To Work Supportive Services form, WTW 8, must be reviewed and signed by the participant to ensure that the participant is adequately informed of his/her rights and responsibilities in regards to using his/her student financial aid.

- This form will remain in the case record and only needs to be completed once. unless the participant indicates that he/she has changed his/her mind.
- If the participant changed his/her mind, Part B on the original form would be completed.

Purpose of the WTW 8:

- 1) Informs the participant that the use of his/her student financial aid to cover supportive services associated with participation in his/her assigned WTW education activity is voluntary:
- 2) Informs the participant that he/she may remain eligible for WTW-funded supportive services, even if he/she declines to use his/her student financial aid to cover necessary supportive services; and
- 3) Requires the worker to sign and certify that he/she has informed the participant about the voluntary use of student financial aid to cover supportive services costs, and that the participant is provided a copy of the completed form.

STUDENT AID FOR SIP OR VTR **ACTIVITY**

WTW participants in an approved SIP or VTR activity may indicate on the WTW 8 that they choose to not use their student financial aid to cover supportive services. These participants may be required to provide additional verifications to establish what items have been paid for by their student aid at the time a request for reimbursement is submitted. Items may have been paid for by student aid based on a previously established agreement between the student and a private technical school.

- Intake/Continuing worker must make a case-by-case determination of the actual availability of the student financial aid or grant to cover costs.
- In some instances, the private school or training program is in receipt of, and manages disbursements of the student financial aid or grant and automatically applies it towards covering the cost of tuition and the purchase of books and supplies the student needs to participate in the enrolled program or courses.
- It is up to the Intake/Continuing worker to verify and identify if the student financial aid or grant was used to cover the cost of tuition only, or if it was used to purchase items the participant is requesting be paid for by the county.
- Ancillary payments for reimbursement of books, supplies, uniforms and tools are only made on items that were verified "out of pocket" expenses for the client. Refer to Worker Tool 34 College Fees Allowed as Ancillary Supportive Services for a list of fees allowed as an Ancillary Supportive Services payment for CalWORKs participants assigned to an educational activity (i.e. Self-Initiated

Program (SIP), Vocational Training and Education Core (VTC), or Vocational Training and Education (VTR).

SIP VERIFICATIONS

When a participant is in an approved SIP, reimbursement for certain school related expenses should be provided if no other source of funds for these costs is available. In order to evaluate reimbursements, the following verifications are needed:

- A copy of class schedule.
- Verification that books/supplies were required/necessary for the class (statement from the CW school counselor or list of books/supplies from the teacher or book store, etc.).
- Original receipt or signed statement explaining need and why the original receipt is not available shall be acceptable, unless contrary information has been established. The participant shall sign this statement under penalty of perjury.
- The purpose for an original receipt is to clearly identify the dates, items and cost of items being evaluated for an ancillary reimbursement. A copy of an original receipt will be kept in the case record and the original receipt will be returned to the participant.
- WTW 8 Student Financial Aid Statement.

PRE-SIP ACTIVITY

CW recipients who are set up in a Pre-SIP activity prior to signing a WTW plan are eligible for reimbursement of ancillary expenses when the expenses meet all of the following conditions:

- The expense was incurred after the beginning date of aid.
- The expense was necessary for participation during the academic period or term (semester or quarter) in which the SIP is approved.
- The expense is determined eligible under CalWORKs regulations.
- The expense was an un-reimbursed out-of-pocket cost to the client.

Ancillary expenses that are incurred prior to the beginning date of aid, even if the expenses were actually paid for after the beginning date of aid, cannot be reimbursed.

PRE-SIP ACTIVITY NOT APPROVED AS A SIP

Reimbursement for ancillary expenses are not available for WTW participants who:

- Were set up as a Pre-SIP, and
- Who subsequently do not qualify for a SIP, but
- Are allowed to continue in an educational program until the beginning of the next educational semester or quarter break until the date a WTW plan is signed.

 Ancillary nay monts will no longer be available from the point in which the

Ancillary payments will no longer be available from the point in which the CM has determined the WTW participant does not qualify for a SIP.

• Ancillary payments issued prior to the determination that the client does not qualify for a SIP are not considered an overpayment of supportive services.

EDUCATIONAL ACTIVITIES AND SUPPORTIVE SERVICES

CalWORKs recipients who are in an educational activity (i.e. Pre-SIP, SIP, Vocational Training, and Adult Basic Education) are eligible for advance payment or reimbursement of Supportive Services prior to signing a WTW Plan and obtaining the 41-05 when it meets all of the following conditions:

- The expense is incurred after the beginning date of aid.
- The expense is necessary for participation during the academic period or term (semester or quarter) which the activity was approved.
- The expense is determined eligible under CalWORKs regulations.
- The expense is an un-reimbursed out-of-pocket cost to the client.
- Verification is received that indicates the recipient is registered in an educational activity and the training goal is identified.

Supportive Services expenses that are incurred prior to the beginning date of aid, even if the expenses were actually paid for after the beginning date of aid, cannot be reimbursed.

ON-LINE COURSES

WTW participants may receive reimbursement for necessary ancillary expenses while participating in approved on-line courses as a SIP or VTR. Appropriate verifications are required.

ANCILLARY ITEMS NOT COVERED

Ancillary does not cover the cost of purchasing personal computers (including upgrades to computer hardware and computer software packages), Internet services, school tuition and registration, college application fees, court fees, court-ordered class fee, impound fees, car repairs, car maintenance, firearms, and ammunition.

ANCILLARY ITEMS COVERED

BOOKS

All books for classes directly related to the participant's employment goal and elective classes selected by the participant that will count toward the degree or certificate program that is part of an approved WTW plan, shall be covered by ancillary services.

Note: Books required for repeat classes are covered by ancillary services as the repeated classes may be from a different instructor that requires different books or new editions or the participant returned the book.

CAMPUS BASED STUDY TIME

Ancillary services for enrollment and use of the study lab for campus based study time are an allowable ancillary expense if requested.

- Campus based study time must count toward the 20/30/35-hour requirement for those in an educational WTW activity.
- This approval only allows non-credit study time conducted on campus and in monitored labs.

CLOTHING

Professional clothing needs and specific job/career clothing such as uniforms and shoes are covered by ancillary services. Refer to the section on Advance Authorization and Payment for Clothing in this policy for more information.

The following guidelines should be applied when a client requests reimbursement for the purchase of uniforms:

- 1 uniform for a 3 day work week/program
- 2 uniforms for a 5 day work week/program

HEALTH FEE

Community Colleges have a mandatory Health Fee required by the State.

- \bullet Some colleges use the printed Registration/Class Schedule to list any fees that may be paid for the client.
- They do not always provide a separate receipt.
- Registration verification is acceptable proof to pay for the health fee without requiring a separate receipt.

LOW COST SUPPLIES

Ancillary expenses for low cost supplies such as basic school supplies (i.e. notebooks, pens, and USB drives - also known as flash, jump and key-chain drives) are covered by ancillary supportive services.

TOOLS AND EQUIPMENT

Tools and equipment directly related to the participant's employment goal shall be evaluated and provided by ancillary supportive services.

- If a WTW participant in a training program selects an elective class that requires special tools or equipment, these items may be provided by ancillary supportive services if the elective class counts toward the degree or certificate program that is part of an approved WTW plan, even if the class does not count toward the participant's major or area of employment.
- Depending upon the cost of the tools or equipment these items may be borrowed, rented or purchased. (See section in this policy on Authorizing Amounts for Payments).

ADVANCE AUTHORIZATION AND PAYMENT FOR CLOTHING

Participants must be ready and able to look for employment and attend job interviews. Lack of professional clothing, specific job/career clothing such as uniforms and shoes, and the need to provide an Estimate of Cost Statement in advance, causes delays for the participants in achieving this goal.

• Participants who are in need of professional clothing for interview and/or employment should be referred to the contracted provider per CW Policy 272 Employment Support Services. The contracted provider shall provide general professional clothing for job search purposes while Ancillary shall cover specialized professional clothing not covered by the contracted provider such as uniforms and special clothing sizes (extra small or large sizes).

ESTIMATE OF COST

The worker is to calculate the total cost of sufficient wardrobe items needed for several consecutive days of interviewing using the Basic Clothing Cost Guidelines Price Chart.

• The Intake/Continuing worker is to use discretion when it is determined that a participant's particular need such as but not limited to, large stature or height cannot be met using standard costs from the chart. In these situations, the participant is to provide an Estimate of Cost Statement before monies can be advanced.

NOTE: The clothing chart is only a guideline to advance a payment and is not meant to be a limitation or cap on the amount of the ancillary expense. If the client provides verification that the monies advanced were insufficient to meet his/her clothing need, a supplement is to be issued for the difference.

SPECIFIC JOB/CAREER CLOTHING

At the initial contact with the potentially eligible applicant or participant, the Intake/Continuing worker is to:

- Evaluate the need for professional clothing, specific job/career clothing prior to the applicant/participant starting employment based on a job offer.
- Identify any suitable professional clothing, specific job/career clothing items lacking in the participant's wardrobe in order to begin employment.
- Allow for at least a three day wardrobe using mix and match items whenever possible. (Additional clothing needs may be pursued through community resources).
- Explain that payment for the need items is based on a guideline chart of reasonable costs and may not cover the whole cost of the clothing items at time of purchase. The client is to be supplemented the difference in these situations upon receipt of verification.
- Review the need to provide proof of costs no later than the 10th day of the month following the month in which advance payment was issued.
- Advise the client that they are to expend the entire amount on the authorized expense to avoid overpayments.

DISABILITY ACCOMMODATIONS

Ancillary supportive services must pay for:

- Items that are necessary for reasonable accommodations;
- ullet Items that are not otherwise provided by other sources (Department of Rehabilitation, Workers' Compensation, etc.); and
- Items that are necessary for the individual to participate on an equal basis with participants without disabilities in his or her approved WTW activities and if the request is reasonable and not covered by other sources (Department of Rehabilitation, Workers' Compensation, etc.).
- No medical documentation is required of the diagnosis. A statement of need for the specific accommodations from the provider is sufficient. This could be a note from the provider. **REMINDER**: Individuals with disabilities who want accommodations are not

REMINDER: Individuals with disabilities who want accommodations are not required to disclose their diagnosis, but only verify the nature and extent of their disabilities. Providers often can verify accommodation needs. Free services, such as the Job Accommodation Network can also assist in determining reasonable accommodations.

CW 61

Ancillary funds can be allocated to pay for the completion of the CW 61-Authorization to Release Medical Information, when a doctor is requesting a fee. Prior to workers initiating this ancillary payment they must do the following:

- Utilize any other resources available to get the CW 61 completed by the doctor such as involving the Public Health Nurse (PHN), when available.
- Workers should call the doctor's office to document the reason for the fee and try to negotiate a reduction of the fee being charged to the client. Once workers have taken all those measures then they must forward the request for payment of the CW 61 to their SSSII and the SSSII will send it to FSS Program for approval.

CAR INSURANCE

Up to three (3) months of a participant's expired car insurance payments and related late fee penalty are allowable ancillary items.

Three (3) months car insurance payments will be considered if:

- The participant's insurance has expired; and
- If the round trip travel time is more than two (2) hours and use of a car would significantly reduce travel time; or
- Public transportation is not available during the hours of employment for late night/early morning work shifts.

Car insurance payments are available once-in-a-lifetime.

EXPIRED CAR REGISTRATION FEE

The participant's expired car registration fee and related late fee penalty are allowable ancillary items.

Car registration payments are available once-in-a lifetime.

SMOG CHECK FEES

The participant's smog check fee is an allowable ancillary item.

If the smog check test fails, the Intake/Continuing worker shall refer participants

to the Consumer Hotline at 1-800-952-5210 for the Bureau of Automotive Repair (BAR) implemented Smog Check Consumer Assistance Program (CAP), which is available to assist low-income individuals with necessary

emissions-related repairs.

REQUIRED NOTICES

The Intake/Continuing worker must issue written notices of action to a participant when ancillary payments are approved or denied. For instructions refer to:

CW Policy 317 - Supportive Services Notices of Action

NA 823 - Notice of Action WTW/Cal-Learn Ancillary Services Approval/ Denial of Request for Payment of items needed.

REFERENCES

EAS Manual Sections 42-750 and 42-762

ACL 04-04 dated January 26, 2004 ACL 08-36 dated July 28, 2008 ACIN 1-47-08 dated July 29, 2008 Ancillary Services Resource Guide

CalWORKs Policy 272 Employment Support Services

CalWORKs Policy 317 – Supportive Services Notices of Action CalWORKs Policy 318 – Replacement of Supportive Services Checks

CalWORKs Policy 319 - Unused Advance Payment

Supportive Services Payment Authorization Resource Guide

Worker Tool 34 - College Fees Allowed as Ancillary Supportive Services

ATTACHMENTS

F063-41-121 E Supportive Services Referral & Information F063-41-124 WTW Supportive Services Request WTW 8 Student Financial Aid Statement.

Basic Clothing Cost Guidelines Price Chart. F063-41-65 WTW Ancillary Expense Statement

Worker Tool 2 - Supportive Services Categories In CalWIN

