

**County of Orange Social Services Agency
Family Self-Sufficiency Division**

Program/Area: CalWORKs/Welfare-To-Work

Title: Ancillary Supportive Services

Number: 315

Status: Signature on File

Effective Date: 05/08/2009

Revision Date: 09/12/2017

Approved:

PURPOSE

The purpose of this policy is to provide guidance for evaluating and issuing Ancillary supportive services request.

POLICY

Regulations require that CalWORKs (CW) recipients are informed that necessary supportive services are available to every Welfare-To-Work (WTW) participant in order to participate in the WTW program activity (ies) 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.

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.

**CASE MANAGER AND
INTAKE/
CONTINUING
WORKER/ ROLES
AND
RESPONSIBILITIES**

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.

Regulations require that Case Manager/Intake/Continuing inform participants that ancillary expenses for items needed for participation in a WTW activity, employment or a training assignment are eligible for payment. Refer to attachment 1 below for more information on roles and

responsibilities.

At 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](#).

Attachment 1: [Case Manager and Intake/Continuing Workers Roles and Responsibilities](#).

**ESTABLISHING
ANCILLARY
NEEDS**

At Orientation, Appraisal, and each time a WTW Plan is signed, the CM/Intake/Continuing 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](#).

**LIMITS AND
TIMELINES**

- There are no limits 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 payment is to 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.

**AUTHORIZING
AMOUNTS FOR
PAYMENT**

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 a high-cost or an unusual item request. For more information refer to the [Guidelines for High-Cost and Unusual Ancillary Item Request](#) section below.

Example: A request for \$1,500 is submitted to Program. The request included \$550 for tuition. Since tuition is not an approvable item, the approval request was determined to be \$950. Program will return the request to be evaluated by the Supervisor, since it is below the \$1,000 threshold for Program approval.

NOTE: Requests are to be thoroughly reviewed by supervisory staff before sending request to Program.

**GUIDELINES FOR
HIGH-COST
AND/OR UNUSUAL
ITEMS**

When engaging the participant, the CM should take reasonable steps to evaluate if the proposed WTW activities require high-cost and/or unusual ancillary needs, prior to approval of the activity.

The cost of purchasing a high-cost or unusual item (such as but not limited to a personal computer) will be evaluated when the item is specifically required as part of the approved WTW activity, and the participant will not be able to obtain/retain employment or begin/participate in school activities. The most cost-effective options are to be explored and evaluated, such as the option of borrowing or renting.

The Ancillary Items Checklist must be completed at all times and provided along with verifications via chain of command to FSS Program when request are over \$1000. See attachment 2 below. Acceptable proof of documentation, may include but not limited to:

- Letter from the employer/educational institute
- A course catalogue
- Any other official document regarding the enrolled course(s)

NOTE: If supportive services are not available, the individual would have good cause for not participating in the program.

Attachment 2: [High-Cost and/or Unusual Ancillary Items Checklist](#)

**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 record.
 - 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.

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 CENTERS AND PROGRAM (ROCPS)

If a Regional Occupational Centers and Programs (ROCPS) 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 ROCPS 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 barrier removal activities.

- The DASU client and the CM will discuss level of participation and determine which 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 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.

**EVALUATE
AVAILABILITY OF
EDUCATIONAL
LOANS AND GRANTS**

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 [WTW 8-Student Financial Aid Statement Welfare To Work Supportive Services form](#), 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.

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.

NOTE: A new WTW 8 is not needed at the beginning of each school term, unless the participant is changing school systems (e.g. Fullerton Community College to Cal State Fullerton). If there is a change to the participant's decision regarding the use of financial aid, Section B of the WTW 8 needs to be completed. After completion/change of the WTW 8, the decision and completion of the form must be narrated in CalWIN Case Comments.

**STUDENT AID FOR
SIP OR VTC/VTR
ACTIVITY**

WTW participants in an approved Self-Initiated Program (SIP) or Vocational Education and Training (VTC/VTR) activity may indicate on the [WTW 8-Student Financial Aid Statement Welfare-To-Work Supportive Services](#) form that they choose to not use their student financial aid to cover supportive services.

However, in some instances, the public or 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 the WTW participant.

The Intake/Continuing worker is 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 to be paid for by the county.

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 advance and/or reimbursement is submitted. Items may have been paid for by student aid based on a previously established agreement between the student and the public or private school.

Note: 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. (SIP), (VTC), and (VTR)).

**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 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 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.

**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.
- Verifications 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 [F063-41-65 WTW Ancillary Expense Statement](#); this statement is signed 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](#).

**EDUCATIONAL
ACTIVITIES AND
SUPPORTIVE
SERVICES**

CalWORKs recipients who are in an educational activity (i.e. Pre-SIP, SIP, VTC/VTR, and Adult Basic Education) are eligible for advance payment or reimbursement of Supportive Services prior to signing a WTW Plan and obtaining the [F063-41-05 Referral For Education and Training](#)-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 VTC/VTR. Appropriate verifications are required.

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 and are a 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 minimum average of 20/30/35-hour per week participation 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.

- 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. For a list of fees allowed as Ancillary Supportive Services, refer to [Worker Tool 34 - College Fees Allowed as Ancillary](#).

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. This includes personal computers. (See section in this policy on [Authorizing Amounts for Payments](#) and [Guidelines for High-Cost and/or Unusual Items](#)).

**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 Professional Clothing Cost Guidelines and Price Chart. See attachment 3 below. 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.

Attachment 3: [Professional Clothing Cost Guidelines and Price Chart](#)

**DISABILITY
ACCOMMODATIONS**

Ancillary supportive services must pay for:

- Items that are necessary for reasonable accommodations;
- 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 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:

- Explain to client that doctor's office can bill Medi-Cal for completing the CW61. The codes are 99-201 through 99-215.
- 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 the Supervisory staff who 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
INFORMATION IN
CALWIN**

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.

**ANCILLARY ITEMS
NOT COVERED**

Ancillary does not cover the cost of 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.

**REQUIRED NOTICES
AND ISSUING
PAYMENT**

Staff must issue timely written notices of action to a participant when ancillary request are approved or denied by completing NA 823 via CalWIN “Print NOA Manually”. For more information refer to [Supportive Services – Ancillary Request Processing Guide](#) and [Supportive Services NOAs, Forms and Other Correspondence](#) (Worker Tool 9) and [Supportive Services Categories In CalWIN](#) -Worker Tool 2
Refer to CW Resource Guide - [Ancillary Services](#) and to [CalWORKs 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.

ATTACHMENTS

[Attachment 1: Case Manager and Intake/Continuing Worker Roles and Responsibilities](#)
[Attachment 2: High-Cost and/or Unusual Ancillary Items Checklist](#)
[Attachment 3: Professional Clothing Cost Guidelines and Price Chart](#)
[F063-41-121 E Supportive Services Referral & Information](#)
[F063-41-124 WTW Supportive Services Request](#)
[F063-41-65 WTW Ancillary Expense Statement](#)
[Worker Tool 2 - Supportive Services Categories In CalWIN](#)
[Worker Tool 9-Supportive Services NOAs, Forms and Other Correspondence](#)
[Worker Tool 34 – College Fees Allowed as Ancillary Supportive Services](#)
[WTW 8 Student Financial Aid Statement.](#)

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
[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 318 – Replacement of Supportive Services Checks](#)
[CalWORKs Policy 319 - Unused Advance Payment Supportive Services Payment Authorization Resource Guide](#)