

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

Program/Area: CalWORKS/Welfare-To-Work

Title: Ancillary Supportive Services

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PURPOSE

The purpose of this policy is to provide guidance for evaluating and issuing ancillary supportive services which includes the cost of books, tools, fees, clothing, and other necessary costs specifically required for a CalWORKs (CW) participant to get a job or participate in an approved Welfare-to-Work (WTW) activity.

POLICY

Regulations require that CW recipients are informed that necessary supportive services are available to every WTW participant to participate in the WTW program activity(ies) assigned in order to accept or retain employment. If necessary supportive services are not available, the individual will be granted good cause for not participating in their assigned WTW activity.

WTW participants will be informed of ancillary services available which include:

- Advance Payments
- Advanced Standard Ancillary Payments
- Diaper Payments
- Transportation
- Other necessary costs that are specifically required for a job or approved WTW activities.

Ancillary requests will be evaluated and reimbursed if no other funding source for reimbursement is available. There are no limits on how often ancillary payments or payment for replacement items can be issued if the participant can establish that items are reasonable and necessary to participate in the approved WTW activity(ies), and/or to accept or retain employment.

WTW participants are not required to complete a minimum number of participation hours to receive payments for ancillary expenses. Volunteer participants are not required to complete a minimum number of participation hours to receive payments for ancillary expenses.

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DEFINITIONS

Advance Payment:

A payment that is made before the expense has occurred or the activity has started. Participants are required to provide receipts or verification of expense post- issuance.

Ancillary Payment:

A payment for supportive services necessary for a participant to complete their WTW activity, accept an offer of employment, or retain employment. The participant is required to provide receipts or verification of expense before issuance.

Advanced Standard Ancillary Payment:

A fixed payment intended to automatically provide a WTW participant attending a publicly funded post-secondary educational institution money for books and supplies before the start of the academic term without having the participant request reimbursement or advance payment. The participant is not required to provide receipts or verification of expenses.

Out of pocket expense:

An expense incurred which requires the participant to use their own money to pay for the item(s).

Post-secondary education:

A formal institutional education program whose curriculum is designed primarily for students who have completed or terminated their secondary education. Includes programs whose purpose is academic, vocational, or continuing professional education.

Private post-secondary educational institution:

A private entity that offers post-secondary education to the public for an institutional charge.

Publicly funded post-secondary educational institution:

An institution operated by the United States Government, via the state, local, or Indian tribal government, that provides an undergraduate degree, graduate degree, or certificate program.

Examples of publicly funded post-secondary education:

- California Community College
- California State University
- University of California

Reimbursement Payment:

A payment made after the expense has occurred and the participant has provided receipts or verification of the incurred cost.

**EES, & CM ROLES
AND
RESPONSIBILITIES**

Regulations require that Employment Eligibility Specialists (EES) and Case Managers (CM) inform participants that ancillary expenses for items needed for participation in a WTW activity, employment, or a training assignment are eligible for Advanced Payments or reimbursement payment.

During each Appraisal and/or any time a new activity agreement (WTW Plan) is signed, the CM will review the requirements and guidelines prior to referring the participant to the EES for issuance of supportive services via Service Arrangement task.

Refer to the Service Arrangement Processing Guide for more information.

ESTABLISHING ANCILLARY NEEDS

At Orientation, Appraisal, and each time a WTW Plan is signed, the EES and CM must review ancillary needs with the participant. When a need is established, a participant may request ancillary supportive services verbally or in writing.

- To evaluate a requested item for approval, a written statement specifying the item of need from the agency/for profit or privately funded school/employer, is required.
- If the requested item is **not** an allowable ancillary item, a written statement of need from an agency/ for profit or privately funded school/employer would not be required for a worker to issue a Denial Notice of Action (NOA) NA 823.

Note: If the participant requests to submit an ancillary request in writing, a WTW Supportive Services Request (F063-41-124) form will be provided to the participant to complete.

Public and private post-secondary educational institutions may utilize the WTW Educational Ancillary Request (F063-41-414) form when Educational Ancillary is requested.

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 reasonable and necessary to participate in the approved WTW activity(ies) 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.

Advance Payment is a payment made before the expense has actually occurred. A participant may receive an Advance Payment if requested. Advance Payment is to be issued as soon as administratively possible after approval.

Verification or completion of Sworn Statement Gen 853 form in CalSAWS under Client Correspondence that the Advance Payment was used for an approved purpose must be provided no later than 10th day of the following month after the issuance of the ancillary payment.

Reimbursement Payment is a payment made after the expense has occurred. 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 the 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.

NOTE: When client requests payment for replacement items, including items that have been stolen, staff must request proof of need for replacement item(s) that may include police reports, statement from college counselor, or signed Sworn Statement from CALSAWS stating that item has been stolen, date, and from where (car, home, class, etc.).

AUTHORIZING AMOUNTS FOR PAYMENT

All ancillary requests are subject to a review process, including, but not limited to, requests for: tools, equipment, job certification testing fees, and accommodations for persons with disabilities.

Ancillary requests that are submitted separately are to be evaluated individually, however each request amount is considered cumulatively with all requests received for each activity. "Payment Authorization" is for both an individual request and the total combined.

Ancillary payments that are not paid in advance, must be paid no more than seven (7) business days after the request is received so the individual's participation in the WTW activities will not be impeded.

Note: Staff must request proof of need for replacement item(s) that may include police reports, a statement from a college counselor, or signed Sworn Statement Gen 583 stating the item has been stolen, date, and from where (car, home, class, etc.).

ADVANCE PAYMENTS

A WTW participant must be informed of the availability of Advance Payments and may receive an Advance Payment if requested.

Advance Payments Timeline for supportive services, such as transportation and ancillary services, requires that these services be provided at least 10 days before a participant's activity begins. If a request for supportive services is made less than 10 days before the activity starts, the services must be delivered within 10 days of receiving that request.

The EES will inform the participant that verification of costs must be provided by the 10th calendar day of the following month. Verification of costs may include, but is not limited to, receipts or provider documentation. If unable to secure verification of costs, the EES will have the participant complete a WTW.

Ancillary Expense Statement (F063-41-65) form under penalty of perjury as sufficient evidence, and:

- Image the Sworn Statement Gen 853 form into Perceptive Imaging Solution
- Document Type Group: Supportive Services
- Document Type: Ancillary
- Complete Journal Entry

When an Advance Payment or a portion of an Advance Payment is not supported by proof of costs or a completed Sworn Statement Gen 853 form, refer to Policy 320 – Ancillary Supportive Services Overpayments and Underpayments & Unused Portions of Advance Supportive Services Payments for further instructions

**ADVANCED
STANDARD
ANCILLARY
PAYMENT FOR
PARTICIPANTS
ATTENDING
PUBLICLY
FUNDED
INSTITUTIONS**

The Advanced Standard Ancillary Payment is a fixed payment intended to provide WTW participants attending a publicly funded post-secondary educational institution money for books and supplies before the start of the academic term without having the participants request reimbursement or Advance Payment. The participant is not required to provide receipts or verification of expenses to receive the Advanced Standard Ancillary Payment; however, receipts/verifications are required when a participant requests more than the allotted Advanced Standard Ancillary Payment.

Mandatory Educational Fees:

All Mandatory Educational Fees, such as health fees, college service fees, and material fees (e.g., welding course fee required at time of registration), notated on the College Fees Allowed as Ancillary Supportive Services (WT34) shall be paid as a regular ancillary request.

The WTW Educational Ancillary Request (F063-41-414) form is required to pay the Mandatory Fees as a regular ancillary payment. Staff will issue these fees in addition to the Advanced Standard Ancillary Payment.

Before issuing the Advanced Standard Ancillary Payment, **proof of enrollment** at a publicly funded post-secondary educational institution is required. Proof may be provided in one of two ways:

1. The educational institution may submit a Verification of Aid List prior to the start of the semester/quarter. The list serves as verification that the student is enrolled.
 - a. The Advanced Standard Ancillary Payment will be issued ten (10) business days prior to the start of the semester or quarter.
2. A class schedule is sufficient enrollment verification and serves as proof of full-time or part-time activity, dictating the Advanced Standard Ancillary Payment amount based on the semester or quarter enrollment.
 - a. Once the class schedule is received, the Advanced Standard Ancillary Payment should be issued as soon as administratively possible but no later than ten (10) business days.

Advanced Standard Ancillary payment should be issued as soon as the request is received and no later than ten (10) business days prior to the start of the semester or quarter, whichever comes first.

Refer to WT 60- Publicly Funded Postsecondary Educational Institution Guidelines for a list of Advanced Standard Ancillary Payments.

Note: Enrollment status, academic terms, and duration will be determined by the school/institution.

Verification:

Unless the participant requests reimbursement for costs above the fixed

Advanced Standard Ancillary Payment amount, receipts are not required.

Receipts are only required when costs exceed the fixed Advanced Standard Ancillary Payment amount. Participants may request reimbursement for the actual cost. To do so, a participant must provide verification of expenses for books and college supplies.

In these instances, staff will issue payment as soon as administratively possible but no later than 10 business days of the participant's request and verification of costs.

For ancillary expenses beyond the fixed Advanced Standard Ancillary Payment amount, staff will review all documentation of expenses, including receipts associated with costs covered by the Advanced Standard Ancillary Payment.

If unable to secure verification of costs, the EES will have the participant complete a Sworn Statement Gen 853 form under penalty of perjury as sufficient evidence, and

- Image the Sworn Statement Gen 853 form into Perceptive Imaging Solution
 - Document Type Group: Supportive Services
 - Document Type: Ancillary
- Complete Journal entry

Example:

A participant was issued \$500 for full-time enrollment in a publicly funded post-secondary education institution. No receipts are required to be submitted. Then, the participant requests an additional \$100 for books and supplies. The participant is now required to provide verification of all expenses totaling \$600. After reviewing all submitted verifications, such as receipts, course syllabus, the WTW Educational Ancillary Request (F063-41-414) form or completion of the Sworn Statement Gen 853 form, the reimbursement of \$100 will be issued.

Multiple enrollment:

WTW participants enrolled in multiple publicly funded post-secondary institutions are eligible for only one (1) Advanced Standard Ancillary Payment. Expenses exceeding the Advanced Standard Ancillary Payment are eligible for reimbursement of the actual cost.

WTW participants enrolled part-time in multiple publicly funded postsecondary institutions whose total units from all institutions equals full-time enrollment status are eligible for the full-time Advanced Standard Ancillary Payment amount.

Note: Participants who are simultaneously enrolled in both a quarter-based and a semester-based eligible institution will receive the appropriate semester-based Advance Standard Ancillary Payment – \$500 for a combined

full-time enrollment and \$250 for a combined part-time enrollment.

Short Term Programs, Summer, and Winter Intersession:

WTW participants enrolled in educational programs at publicly funded post-secondary institutions offering condensed semester/quarter classes whose enrollment status fluctuates inter-term are eligible to a full-time Advanced Standard Ancillary Payment.

Payment may be issued in two (2) ways:

1. If enrollment verification states full-time enrollment for the semester/quarter, then issue full-time fixed Advanced Standard Ancillary Payment.
2. If enrollment verification states participant is enrolled part-time and subsequently enrolls in additional part-time courses at the second half of the semester/quarter, then issue part-time Advanced Standard Ancillary Payment at the start of the semester and issue a subsequent part-time Advanced Standard Ancillary Payment at the second half of the semester/quarter.

Refer to WT 60 - Publicly Funded Postsecondary Educational Institution Guidelines for a list of Advanced Standard Ancillary Payments for this category.

Overpayments:

Overpayments may only be established when a participant was ineligible for a payment yet received the Advanced Standard Ancillary Payment in error. This includes an administrative error caused by the incorrect selection of student enrollment status (i.e., full-time or part-time). In such an instance, the participant received a payment they were not eligible for and an overpayment would be established.

Example:

Student requests an Advanced Standard Ancillary Payment and verifies that they attend UC Irvine full-time. A Service Arrangement task is completed erroneously requesting an Advanced Standard Ancillary Payment for full-time semester (instead of quarter) enrollment. An overpayment will occur because the student will receive \$150 above what they are eligible for due to an administrative error of selecting semester instead of a quarter.

Otherwise, the Advanced Standard Ancillary Payment is not subject to overpayment if the participant was eligible for the payment received. There is no overpayment even if the student's enrollment status later changes from full-time to part-time or they decide not to attend school.

Refer to the Service Arrangement Processing Guide and Policy 320 - Ancillary Supportive Services Overpayments and Underpayments & Unused Portions of Advance Supportive Services Payments for additional guidelines.

Refer to Policy 223A - Vocational Education and Training - Publicly Funded Postsecondary Educational Institutions for more information

EVALUATING AVAILABILITY OF EDUCATIONAL LOANS AND GRANTS

WTW participants attending a private post-secondary educational institution can choose to use financial aid funds for supportive services. 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 EES 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 participant to participate in the approved private post-secondary educational institution activity.

Part A of the Student Financial Aid Statement (WTW 8) form must be reviewed and signed by the participant to ensure that the participant is adequately informed that the use of financial aid funds for supportive services is voluntary. In addition, the participant must be supplied with a completed copy of the WTW 8.

If there is a change to the participant's decision regarding financial aid, Section B of the WTW 8 needs to be completed. After completion/change of the WTW8, the decision to end voluntary use of financial aid and completion of the form must be narrated in Case Comments.

The purpose of the WTW 8 is to:

- Inform the participant that using their student financial aid to cover supportive services associated with participation in their assigned WTW education activity is voluntary.
- Inform the participant that they may remain eligible for WTW-funded supportive services, even if they decline to use their student financial aid to cover necessary supportive services; and
- Require staff to sign and certify that they have informed the participant about

the voluntary use of student financial aid to cover supportive services

costs and provided the participant with a completed copy of the form.

Note: A WTW 8 is required for publicly funded post-secondary education institutions. However, the WTW 8 has no impact on the Advanced Standard Ancillary Payment. If a participant decides to use financial aid for supportive services, the participant must still be provided with the appropriate Advanced Standard Ancillary Payment. A new WTW 8 is not needed at the beginning of each school term unless the participant changes school systems (e.g., school A to school B).

**STUDENT AID
FOR SIP OR
VOC/ED
ACTIVITY FOR
PARTICIPANTS
ATTENDING A
PRIVATE POST-
SECONDARY
EDUCATIONAL
INSTITUTION**

The Self-Initiated Program (SIP) only applies to individuals attending a private post-secondary educational institution.

A list of privately funded post-secondary educational institutions in California can be found on the following website: Bureau for Private Postsecondary Education.

WTW participants in an approved SIP or Vocational Education and Training (VTC/VTR) activity may indicate on the Student Financial Aid Statement (WTW 8) form that they choose not to use their student financial aid to cover supportive services.

However, in some instances, the private post-secondary educational institution or for-profit 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. Therefore, the EES is required to verify and identify whether the student financial aid or grant was used to cover the cost of tuition only or 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 when a request for Advance Payment or reimbursement is submitted. For example, items may have been paid for by student aid based on a previously established agreement between the student and the 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 participant.

Refer to College Fees Allowed as Supportive Services (WT 34) for a list of estimated fees allowed as an ancillary supportive services payment for CW participants assigned to a private post-secondary educational institution activity (i.e., SIP, VTC/VTR).

**PRE-SIP,
ACTIVITY FOR
PARTICIPANTS
ATTENDING A
PRIVATE POST-
SECONDARY
EDUCATIONAL
INSTITUTION**

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 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 CW regulations.
- The expense was an out-of-pocket cost to the participant.
- Verification is received that indicates the recipient is registered in an educational activity, and the training goal is identified.

Note: Ancillary expenses incurred prior to the beginning date of aid will not be reimbursed even if the expenses were actually paid for after the beginning date of aid.

Pre-SIP Activity Not Approved as a SIP

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

- Were setup as a Pre-SIP, and
- Subsequently do not qualify for a SIP, but
- Are allowed to continue in an educational program until the beginning of the following 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 determining that the participant does not qualify for a SIP are not considered an overpayment of supportive services.

**SIP
VERIFICATIONS
FOR
PARTICIPANTS
ATTENDING A
PRIVATE POST-
SECONDARY
EDUCATIONAL
INSTITUTION**

When a participant is attending a private post-secondary educational institution, is in an approved SIP activity, and requested reimbursement or Advance Payment for certain school- related expenses, Advance Payment should be provided if no other source of funds for these costs is available.

When evaluating reimbursements or Advance Payment, the following verifications are needed:

- A copy of the class schedule.
- Verifications that books/supplies were required and/or necessary for the class (statement from the school counselor or list of books/supplies from the teacher or bookstore, etc.).
- Complete the Student Financial Aid Statement (WTW 8) form.
- Receipts.

If receipts are not available, the participant may sign the Sworn Statement Gen 853 form which is signed under penalty of perjury, scanned, and uploaded into Perceptive Imaging Solution in the case record. Note: The purpose of an original receipt is to identify the dates, items, and cost of items being evaluated for an ancillary reimbursement. A copy of an original receipt will be scanned and uploaded into Perceptive Imaging Solution, and the original receipt will be returned to the participant as soon as administratively possible.

**PRE-SIP, SIP
ACTIVITIES AND
SUPPORTIVE
SERVICES
FOR
PARTICIPANTS
ATTENDING A
PRIVATE POST
PRIVATE POST-
SECONDARY
EDUCATIONAL
INSTITUTION**

WTW participants who are in a private post-secondary educational institution activity (e.g., Pre-SIP, SIP, VTC/VTR, and Adult Basic Education [ABE]) are eligible for Advance Payment or reimbursement of supportive services prior to signing a WTW Plan and obtaining the Referral for Education and Training (F063- 41-05) form 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) for which the activity was approved.
- The expense is determined eligible under CW regulations.
- The expense is an out-of-pocket cost to the participant.
- Verification is received that indicates the recipient is registered in an educational activity, and the training goal is identified.

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

On-Line Courses

WTW participants attending approved online courses as a Pre-SIP, SIP, or VOC/ED may receive reimbursement for necessary ancillary expenses while participating. Appropriate verifications are required

**DOMESTIC
ABUSE
SERVICES UNIT
(DASU)**

CW recipients in the Domestic Abuse Services Unit (DASU) are eligible for ancillary 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 participant and the CM will discuss the level of participation and determine which supportive services will be required. A referral will be made to the EES for supportive services when needs are identified.

Personal Empowerment Program (PEP)

The weekly fee charged to a DASU participant to attend a PEP class(es) is an allowable ancillary expense.

ANCILLARY ITEMS COVERED

Employed WTW participants (i.e., those whose WTW activity is employment) are eligible for ancillary supportive services. Ancillary items covered are contingent on the employed participant's WTW activity.

Ancillary supportive services cover the following items:

Books

All books for classes are allowable, including elective classes selected by the participant as part of an approved WTW Plan.

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

Clothing

Professional clothing needs and specific job/career clothing such as uniforms and shoes are allowable. Refer to Attachment 1 -Professional Cost Guidelines and Price Chart for Advance Payment for more information.

The following suggested guidelines may be applied when a participant requests reimbursement for the purchase of uniforms:

- Three (3) uniforms for a five (5)-day work week/program

Participants who require professional clothing for an interview or employment may be referred to a contracted partner or request Advance Payment for needed items.

To estimate cost, staff are to calculate the total cost of sufficient wardrobe items needed for several consecutive days of interviewing using Attachment 1 - Professional Cost Guidelines and Price Chart for Advance Payment. However, the EES will 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 estimate the cost before money can be advanced.

Note: Attachment 1 -Professional Cost Guidelines and Price Chart for Advance Payment is only a guideline to Advance Payment and is not meant to be a limitation or cap on the amount of the ancillary expense. If the participant provides verification that the money advanced was insufficient to meet their clothing needs, a supplement is issued for the difference.

College Fees

All Mandatory Educational Fees such as health fees, college service fees, and material fees may be paid as a regular ancillary request. For a list of

estimated allowable fees, refer to the College Fees Allowed as Ancillary Supportive Services (F063-41-WT34).

Note: College/university parking permits will be paid under Transportation. Refer to Policy 310 - Transportation Supportive Services for more information.

Live Scan Fee

If colleges require students to complete a Live Scan, the Live Scan screening will be considered an allowable ancillary expense and may be paid as Advance

Payment or reimbursement.

Personal Empowerment Program (PEP)

The weekly fee charged to a DASU participant to attend a PEP class may be paid as Advance Payment or reimbursement.

Health Fee

Colleges may have a mandatory Health Fee. Some colleges use the printed registration/class schedule to list any fees that may be paid for by the participant. However, 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 estimated allowable fees, refer to the College Fees Allowed as Ancillary Supportive Services (F063-41-WT34).

Low-Cost Supplies

Ancillary supportive services expenses for low-cost supplies, such as basic school supplies (e.g., notebooks, pencils, pens, calculators, and USB drives - also known as flash, jump, and key-chain drives), are allowable.

Tools and Equipment

Tools and equipment directly related to the participant's employment or educational goals, including mobile phones, internet service, computers, and computer software, will be evaluated and provided as ancillary if deemed appropriate by staff.

The participant is required to provide three estimates for all ancillary expenses, excluding clothing. The purpose of obtaining three quotes is to ensure the ancillary request is:

- Reasonably priced
- Aligned with the participant's activity requirements

If the quotes appear unreasonable, staff must conduct a further review to identify tools and equipment that offer the best value in terms of price and suitability for the activity.

Note: If a WTW participant in a training program selects an elective class that requires special tools or equipment, these items can be provided by ancillary supportive services. If the elective class is part of an approved WTW Plan, it is allowable even if the class does not count toward the participant's major or area of employment.

Refer to Attachment 2 - Ancillary Refresher Training Questions and Answers for more information.

DISABILITY ACCOMMODATIONS

Ancillary supportive services must pay for items necessary for the individual to participate on an equal basis with participants without disabilities in their approved WTW activities.

No medical documentation is required of the disability diagnosis. A statement of need for the specific accommodations from the provider is sufficient. This could be a note from the provider or the Individualized Education Program (IEP) from the participant's previous educational institution.

Examples of items that are covered:

- Items that are necessary for reasonable accommodations.
- Items not otherwise provided by other sources (Department of Rehabilitation, Workers' Compensation, etc.).

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

MEDICAL FORMS

Ancillary funds can be used to pay for medical forms when a doctor is requesting a fee for the following:

- Authorization to Release Medical Information (F063-30-964)
- Care of Household Member Verification (F063-30-965)
- CW 61 A-Physical Capacities
- CW 61 B-Mental Capacities

Prior to initiating this ancillary payment, staff will inform the CW recipient that the doctor's office can bill Medi-Cal for completing the CW 61. The billing codes are 99-201 through 99-215.

VEHICLE FEES

Car Insurance

A participant's new or expired car insurance payments and related late fee penalties, up to three (3) months, are allowable ancillary items. Staff will assist the participant in estimating the average monthly cost by evaluating a previous insurance policy, estimate from the insurance company, or other method that would allow an average to be obtained.

Ancillary funds will be considered for three (3) months of car insurance payments if:

- The participant's insurance has expired; and
 - 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.

Consecutive month requests will be reviewed on a case-by-case basis.

Expired Car Registration Fee

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

Note: "Parking Bail Fee" and "Toll Evasion Fee" are not allowable expenses. Refer to Attachment 4 – Other Agency Fees/Parking Bail as an example.

Consecutive year requests will be reviewed on a case-by-case basis.

Smog Check Fees

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

If the smog check test fails, refer the participant to the California Department of Consumer Affairs website and/or California Department of Consumer Affairs 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.

California Department of Consumer Affairs/Consumer Affairs Information Division
1625 N. Market Blvd., Suite N-112 Sacramento CA 95834

**ANCILLARY
ITEMS
NOT COVERED**

Ancillary does not cover:

- Car maintenance
- Car repairs
- College application fees
- Court fees
- Court-ordered class fees
- DMV Parking Bail fees
- DMV Toll Evasion fees
- Firearms and ammunition expenses
- Impound fees
- Medical procedures
- School registration
- School tuition
- Unpaid driving tickets/parking tickets

These requests shall be denied utilizing NOA NA 823.

DIAPER PAYMENTS

Diaper Payment Supportive Services are available to all qualified CW WTW and Cal-Learn (CL) participants who have time on aid. To qualify for Diaper Payment Supportive Services, the WTW and CL participants must have a child who is:

- Under 36 months of age at the beginning of the month
- Receiving CW benefits and
 - An SSI recipient child, excluded from the CW Assistance Unit (AU) due to SSI income, who is under the care and control of the WTW participant; or
 - A foster child who is under the care and control of the WTW participant; or
 - The half-sibling of the aided child living in the home who is not eligible to CW due to no deprivation

Diaper Payment Supportive Services may be provided to qualifying WTW and CL program participants who are:

- Actively participating
- Participating as part of a curing plan
- Waiting to be engaged in a WTW activity
- Waiting to be engaged is not dependent on the following:
 - Activity assignment
 - Scheduled hours
 - Verification of hours
 - Absence of a WTW Plan
- Not in any of the following statuses:
 - Sanctioned
 - Removed from aid
 - Exempt from WTW
 - Excused from participation due to the participation of another adult
 - Timed Out

A participant is considered participating regardless of their number of participation hours, even if the participation hours are zero.

The EES must identify and inform WTW and CL participants eligible for Diaper Payments as an ancillary supportive service and issue an Advance Payment through the participant's EBT card, warrant, or direct deposit and issue an adequate NOA NA 823.

Note: The EES will initiate a Diaper Payment once it is determined that the CW recipient will participate in a WTW activity for the current and future month.

The EES and CM shall communicate and identify WTW participants and ensure system entries are updated.

WTW and CL participants who qualify for one (1) day of the month qualify for a

full

\$30 Diaper Payment for each qualifying child. For example, if there are two (2) eligible children, the diaper payment would be \$60.

Assistance and Diaper Payments will continue without interruption until the WTW participant ceases to qualify for the Diaper Payments.

A CW WTW participant is not eligible for Diaper Payments if:

- Sanctioned or removed from aid for not complying with WTW rules
- Exempt from WTW and not participating
- Excused from participating due to participation of another adult (Spouse Meeting Participation)
- CW time limit has been reached
- Case is a Child-Only AU
- The eligible child reaches 36-months of age
- Good cause was granted for the entire month
- Opted-out
- The CW case is closed

Example:

8/15	Recipient applied and is approved for CW benefits; it was determined that the recipient is a mandatory WTW participant. (Approve \$30 for August & Advance Pay for September, issue Approval NOA NA 823)
9/10	An appropriate WTW activity is determined between the CM and the participant. (Approve \$30 Advance Pay for October)
10/15	Participant agrees & signs a WTW2 Plan; JSR begin date is 11/8. (Approve \$30 Advance Pay for November)
11/8	Participant begins JSR activity.
11/22	Participant stops attending JSR activity. (Approve \$30 Advance Pay for December)
11/23	Non-Compliance process is initiated, and sanction request is submitted & approved.
11/25	Sanction NOA sent with an effective date of 1/1.
12/1	Issue Discontinuance NOA NA 823 effective 12/31 advising Diaper Payments will discontinue
1/1	Sanction imposed effective 1/1; the participant is ineligible to Diaper Payment.

Overpayment:

Diaper Payments are collectable as an Agency Error. Refer to Policy 320 - Ancillary Supportive Services Overpayments and Underpayments & Unused Portions of

Advance Supportive Services Payments for further information.

Underpayment:

Diaper Payments are subject to Underpayments. Refer to Policy 320 - Ancillary Supportive Services Overpayments and Underpayments & Unused Portions of Advance Supportive Services Payments for further information. An Underpayment will be evaluated, and payment made as far back as when the AU would have first become eligible.

Proof:

No verification of purchase is needed for Diaper Payments.

WTW Plans:

Until the WTW Plan is amended, the CMs will use the accommodations field on the bottom of page 3 and update Case Comments that the participant:

- Will receive a monthly Diaper Supportive Services payment
- or**
- Has Opted out of the Diaper Payment

Refer to Attachment 3 - Diaper Payment Questions & Answers (4/19) and Supportive Services – Ancillary Diaper Payment Processing Guide for more information.

**REQUIRED
NOTICES AND
ISSUING
PAYMENT**

Staff must issue a timely and adequate written NOA to a participant when an ancillary request is approved or denied by completing NOA NA 823 or NOA NA 823 part 2. For more information, refer to Worker Tool 9 - Supportive Services NOAs, Forms and Other Correspondence and Worker Tool 2 - Supportive Services List and Categories.

Refer to 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

REFERENCES

- EAS MPP 16-120, 22-071, MPP 42-711, 42-750 and 42-762
- ACL 04-04
- ACL 00-12
- ACIN 1-47-08
- ACL 08-36
- ACL 18-38
- ACL 18-38E
- ACL 18-134
- ACL 21-04
- ACL 21-75

- ACL 21-75E
- ACL 22-80
- Policy 235 Welfare-to-Work Exemptions
- Policy 223A - Vocational Education and Training - Publicly Funded Postsecondary Educational Institutions
- Policy 310 Transportation Supportive Services
- Policy 318 – Replacement of Supportive Services Checks
- Policy 320 - Ancillary Supportive Services Overpayments and Underpayments & Unused Portions of Advance Supportive Services Payments

ATTACHMENTS

- Attachment 1 - Professional Clothing Cost Guidelines & Price Chart for Advance Payment
 - Attachment 2 - Ancillary Refresher Training Questions and Answers
 - Attachment 3 - Diaper Payment Questions & Answers (4/19)
 - Attachment 4 - Other Agency Fees/Parking Bail
 - Payment Authorization
 - CW 61 (7/01) AUTHORIZATION TO RELEASE MEDICAL INFORMATION
 - CW 61 A - Physical Capacities
 - CW 61 B - Mental Capacities
 - Authorization to Release Medical Information (F063-30-964)
 - Care of Household Member Verification (F063-30-965)
 - F063-41-05: Referral for Education and Training
 - F063-41-65: Ancillary Expense Statement (F063-41-65)
 - Gen 583: Sworn Statement
 - F063-41-124: WTW Supportive Services Request
 - F063-41-414: WTW Educational Ancillary Request
 - NOA NA 823
 - Processing Guide: Service Arrangement Processing Guide
 - WT2: Supportive Services List and Categories
 - WT9: Supportive Services NOA's Forms & Other Correspondence
 - WT34: College Fees Allowed as Ancillary Supportive Services
 - WTW 8: Student Financial Aid Statement
 - WTW 60: Publicly Funded Postsecondary Educational Institution Guidelines
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