

**County of San Diego, Health and Human Services Agency (HHSA)
CalWORKs Program Guide**

Cal-Learn Supportive Services

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Revision Date:

05/14/2018

Background:

Per state regulations in Eligibility and Assistance Standards (EAS) 42-765, child care, transportation and ancillary supportive services payments must be available to every Cal-Learn (CL) participant. Supportive services are limited to services needed by the CL participant to attend their school program or employment along with their school program. If necessary supportive services are not available, participants will have good cause for not participating, as required. Payment for supportive services must be made as soon as administratively possible to not impede the individual's participation in CL activities.

This revision updates CalWORKs Program Guide (CPG) CL Supportive Services policies to align with current format and adds assistance with diaper costs as a necessary supportive service, effective 04/01/2018, for qualifying CL participants per EAS and All County Letter (ACL) No. 18-38.

Policy:

CL Program Supportive Services include transportation, ancillary and child care expenses for school attendance and employment.

The CLCM and the CL participant will determine the supportive services needed based on the participant's school attendance requirements (full-time or part-time) and/or employment. To ensure that payments are advanced to CL participants, the CLCM will authorize all eligible supportive services payments by the 25th of each month. Payment requests received after this date must be evaluated and processed as soon as administratively possible.

15-000.E.1 Payment Issuances

Supportive Services and Bonus payments will be issued via EBT whenever possible. The CLCM will issue these payments as follows:

Household Type	Payment Issuance Method
CL Participant with Own CalWORKs Case	All Supportive Services and Bonus payments will be issued via EBT
CL Participant in AUs CalWORKs Case	All Supportive Services and Bonus payments will be issued as warrants : <ul style="list-style-type: none"> • Supportive Services and Graduation Bonus payments will be issued to CL participant • Quarterly Bonus payments will be issued to the AU

15-000.E.2 Child Care Supportive Services

Child Care policies for CL participants follow:

- CPG 10-010.A Child Care Overview
- CPG 10-010.B Child Care Eligibility
- Processing Guide 10-010.A1 Child Care Referrals/Authorization Worker Actions
- Processing Guide 10-010.A2 Form CCP7
- Processing Guide 10-010.A3 Form 27-128

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15-000.E.3 Child Care Authorization

Child Care authorized follows Processing Guides 10-010.A1 to 10-010.A3, with the following exceptions:

Authorization	<p><u>Employment</u>: Child care must be authorized for employment, upon verification.</p> <ul style="list-style-type: none"> • Employment verification can be documented by either obtaining a copy of the most recent pay stub or by calling the employer directly. • Written consent to contact the employer is required prior to making a phone call. CL participants must provide monthly verification of employment to the case manager to continue receiving child care supportive services. • Child care needed for employment must be authorized for an employed CL participant even when he/she is not enrolled or attending school. <p><u>Education Tutorial</u>: Child care must be authorized, if needed, for the time a CL participant is in approved education tutorial sessions. In order for child care to be approved, the case manager must be aware that the CL participant intends to participate in the session prior to attendance.</p> <ul style="list-style-type: none"> • Tutorial verification can be verified by obtaining a copy of enrollment documentation.
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15-000.E.4 Transportation Supportive Services

Transportation policies for CL participants follow WTW policies in CPG 10-011 B. Supportive Services Transportation. The following policies and criteria pertain to the CL program:

Policy	Criteria
Transportation Costs	<p>Reasonable transportation costs must be paid, when needed, to attend school including:</p> <ul style="list-style-type: none"> • Travel to and from child care providers (both parent and children); and • Parking fees at actual costs (provide receipt unless meters were used).
Public Transportation Rate	<p>The least costly form of reasonable public transportation must be used to determine the basic rate of payment. Public transportation is considered reasonable when the duration of the time used for transportation on one way travel is one hour or less.</p>
Driver's License Policy	<p>A valid driver's license is required to claim mileage reimbursement for the CL participant or, when the CL participant does not drive, their non-CL driver.</p> <p>Only public transportation payments may be authorized when there is no valid driver's license. If reasonable public transportation is not available, the CLCM must assist the participant to locate a more suitable educational program.</p>

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Policy	Criteria
Mileage Reimbursement	<p>Mileage reimbursement must be authorized when:</p> <ul style="list-style-type: none"> Reasonable public transportation is not available; and The CL participant possesses a valid California Driver's License (verification is required); and The CL participant chooses to use a privately owned vehicle. <p>Note:</p> <ul style="list-style-type: none"> CLCMs must obtain verification of total miles travelled in the month to evaluate mileage reimbursement payment. Mileage reimbursement payment arrangements for a non-CL driver should be thoroughly justified and documented in Case Comments.
Daily Passes	When participant needs immediate transportation assistance, a Daily Pass for public transportation must be issued.
CalWIN Case Comments	The CLCM must narrate in CalWIN Case Comments all transportation requests made by the CL participant and outcomes (approval or denial).

15-000.E.5 Daily Bus Passes

The following actions are required when issuing daily bus passes for public transportation for CL participants:

Responsible Staff	Action
CLCM	<ol style="list-style-type: none"> Documents in case comments the reason why the Daily Pass is needed as the least costly form of reasonable public transportation; and Submits the request to the office clerk.
Office clerk	<ol style="list-style-type: none"> Records the number of Daily Passes issued.

This information must be submitted with Monthly Progress Report. If there is more than one transit Agency, usage must be noted separately.

15-000.E.6 Reasonable Transportation Defined

Refer to definition of Reasonable Transportation in CPG 10-011.B, Supportive Services Payments – Transportation.

15-000.E.7 Transportation Rate

In order to determine the appropriate transportation payment amount, the CLCM is required to evaluate the participant's individual transportation needs by using the following **Reasonable Transportation Chart**:

If reasonable public transportation is:	And the student:	Then the appropriate payment type is:
Available	Uses public transportation	Public transportation rate.
Available	Uses a privately owned vehicle	Public transportation rate or mileage rate, whichever is less.

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Not available	Does not have or chooses not to use a vehicle	Public transportation rate or mileage rate, whichever is less.
Not available	Uses a privately owned vehicle	The mileage rate
Not available	Uses a privately owned vehicle and has parking expense	The mileage rate plus reimbursement for parking cost.

When the public transportation rate is determined to be the appropriate payment, the CLCM must issue the most cost-effective rate available through San Diego's Transit System (<http://transit.511sd.com/>) that meets the participant's individual needs.

Note: Bus/trolley passes are available for youth 6-18 years of age at a reduced rate.

15-000.E.8 Transportation Payment Procedures

Transportation payments are processed as follows:

Responsible Staff	Action
CLCM	<p>Authorize transportation payments or reimbursements to the CL participant or provider on a monthly, weekly, or one-time only basis.</p> <p>Authorize advance payments for transportation if it is necessary for school attendance; after the CL participant has provided verification of initial enrollment and ongoing attendance.</p> <p>Complete the <i>Assign Transportation Supportive Services</i> window in CalWIN, which may include:</p> <ul style="list-style-type: none"> • The authorized rate, either mileage, basic rate or trolley/bus pass; • The duration including from and through dates; • The Provider information, if applicable. <p>Reference: How To #207 Establish Supportive Service Transportation Plans and Subsequent Monthly Payments</p> <p>Note: The EBT payment option listed in How To #207 for Welfare to Work Transportation Payments will only apply to CL participants who have their own CalWORKs case.</p>
CL Payment Clerk or Designated Staff	<ul style="list-style-type: none"> • Receives notification from the CLCM that a payment needs to be issued; • Authorizes the transportation payment in CalWIN. <p>Note: CL Payment Clerk or designated staff is required to follow procedures listed in the following to issue transportation payments by warrant:</p> <ul style="list-style-type: none"> ○ How To #207: Establish Supportive Services Transportation Plans and Issue Subsequent Monthly Payments

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15-000.E.9 Transportation Notification Requirements

CLCMs must provide appropriate transportation reductions, denials, or discontinuances NOAs to the CL participant within 5 days prior to the effective date of the adverse action.

The CLCM must issue the following Transportation Notices of Action (NOAs) from the CalWIN Client Correspondence Subsystem to inform the CL participant of the transportation request status:

Action	Client Correspondence
Approval	NA820
Denial/ Discontinuance	NA821
Change	NA822
Extension	NA824
Payment Adjustment	NA825
Recoupment of Unused Advance Payment	NA827
Transportation and Ancillary Expenses Overpayment	NA828
Welfare to Work/Cal-Learn Supportive Services Overpayment/Underpayment Notice	WTW 11
Welfare to Work/Cal-Learn Supportive Service Repayment Agreement	WTW 12
Welfare to Work/Cal-Learn Supportive Services Overpayment Final Notice	WTW 13
Welfare to Work Family Reunification Plan	WTW 34

15-000.E.10 Ancillary Services

Ancillary payments are for supportive services other than child care and transportation, which a CL participant needs in order to attend school or work. The following policies apply to ancillary payments:

Criteria	
Policy	<ul style="list-style-type: none"> • Ancillary payments require a supervisor's approval. • A written estimate from the participant must be obtained whenever possible; • If a written estimate cannot be obtained, the CLCM will obtain a sworn statement from the participant, including the requested item and cost.
Types of Ancillary Payments	<ul style="list-style-type: none"> • Required course textbooks (optional study guides and supplements are not covered); • School fees, unless waived; • GED test fees. The County will pay for a retest (entire GED or sections) only <u>once</u>; and • Diaper supportive services payments. <p>Note: The County will not grant ancillary payment for elective courses that have a fee, such as Driver's Education, if other non-fee classes are available. Ancillary expenses do not include car repair or maintenance costs.</p>

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Criteria	
Vendor Payment	Except for diaper supportive services payments, vendor payments for ancillary services must be made whenever possible.

15-000.E.11 Ancillary Payment Issuance

Ancillary payments are processed as follows:

Responsible Staff	Action
CLCM	<ul style="list-style-type: none"> • Narrate in CalWIN Case Comments all requests for ancillary payments including: <ul style="list-style-type: none"> ○ The reason for ancillary request; and ○ The status of the request - approved or denied. • Generate the NA823 Notice of Action from the Client Correspondence subsystem in CalWIN, listing items approved and not approved; • Provide the NA823 to the CL participant, in person or mail. <ul style="list-style-type: none"> ○ Note: A copy is <u>not</u> to be sent to the head of the AU unless that individual is the CL participant; • Approve the ancillary payments by completing the <i>Assign Ancillary Supportive Services</i> window in CalWIN; • Notify the CL Payment Clerk or designated staff that a payment is ready to be issued to the CL participant.
CL Payment Clerk or Designated Staff	<ul style="list-style-type: none"> • Receive notification from the CLCM that a payment needs to be issued; • Authorize the ancillary payment in CalWIN.

15-000.E.12 Diaper Supportive Services

Assistance with diaper costs is considered a necessary supportive service to ensure CL participation of eligible participants. Eligible CL participants will receive Diaper Supportive Services each month as an advanced ancillary payment for each child who is under 36 months of age and meets qualifying criteria. For two-parent cases where one parent is in Welfare-to-Work (WTW), the CLCM will not issue Diaper Supportive Services to the parent participating in CL. The Employment Case Manager (ECM) will issue the Diaper Supportive Service to the parent participating in WTW. CL participants will have Good Cause for not participating if the Diaper Supportive Service is not provided in advance of an assigned CL activity.

To be eligible for Diaper Supportive Services, CL participants must:

1. Have a child who is under 36 months of age at the beginning of the month and is receiving CalWORKs aid or ineligible to receive aid but under the primary responsibility, care and control of the CL participant. The ineligible child must be linked to the Assistance Unit (AU).

Examples: Sibling or half-sibling ineligible due to: undocumented status, receipt of Social Security Income (SSI/SSP), no deprivation due to other parent in the home working sufficient hours per CalWORKs requirements, children who are otherwise eligible but cannot be added to the AU until the next CalWORKs payment period.

2. Be in good standing with program requirements, actively participating or waiting to be engaged in CL program activities.

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Diaper Supportive Services may also be issued for participants who are:

1. Noncompliant but not yet financially sanctioned or removed from aid
2. Determined to have Good Cause for not participating in the month, as required, regardless of the participation hours they complete

Diaper Supportive Services may not be issued for participants who are:

1. Financially sanctioned or removed from aid
2. Exempt from CL
3. Deferred from CL
4. Child only AU with an ineligible parent
5. Pregnant Woman Only AU with no other eligible children in the home
6. Child not aided due to CL Participant or AU's failure to report birth of the child within required reporting timeframe and/or failure to provide verifications required to add the child to the CalWORKs case.

Diaper Supportive Services will continue to be advanced until the first of the month in which the child reaches 36 months of age. Diaper Supportive Services will be discontinued if the participant opts out of the payment or is no longer eligible.

15-000.E.13 Ancillary Notification Requirements

CLCMs must provide notification of the following for ancillary payments:

- Approval
 - Within 5 working days from the date the payment was authorized; or
- Denial
 - Within 5 working days from the date the payment is denied
 - NA 823 is used for approval or denial of ancillary notification.

15-000.E.14 Unusual Circumstances

Staff may contact Eligibility Operations for assistance with any situation related to supportive service payments that are not covered by the procedures in this chapter.

15-000.E.15 Warrant Inquiry

If a CL participant states that he/she has not received a warrant, the CLCM is required to complete the following actions:

- Review the CL participant's payment history;
- Verify if the warrant has been cashed;

Program	Aid Code	SSN	Effective Month	Payment Type	Issuance Type	Issuance Status	Status Date
CalWORKs	30		05/2008	Supplem	EBT	Issued	04/30/2008
Cal-Learn			05/2008	Transpor	Warrant	Cashed	04/25/2008

- Obtain a forgery packet if the payment was cashed but the CL participant states they were not the individual who cashed the warrant.

15-000.E.16 Lost Warrants

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Warrants are considered lost if not received within ten days. After the tenth working day, the CLCM is required to notify the County CL Account Clerk about the warrant problem.

The following actions are required when a warrant is lost:

Responsible Staff	Action																								
CLCM	<ol style="list-style-type: none"> Verify if the check was cashed in the <i>Search for Issuance</i> window in CalWIN: <table border="1" data-bbox="472 657 1182 768"> <thead> <tr> <th>Program</th> <th>Aid Code</th> <th>SSN</th> <th>Effective Month</th> <th>Payment Type</th> <th>Issuance Type</th> <th>Issuance Status</th> <th>Status Date</th> </tr> </thead> <tbody> <tr> <td>CalWORKs</td> <td>30</td> <td></td> <td>05/2008</td> <td>Supplem</td> <td>EBT</td> <td>Issued</td> <td>04/30/2008</td> </tr> <tr> <td>Cal-Learn</td> <td></td> <td></td> <td>05/2008</td> <td>Transpor</td> <td>Warrant</td> <td>Cashed</td> <td>04/25/2008</td> </tr> </tbody> </table> Provide the CSF1 Form to the CL participant for completion; Note: The circumstances regarding the lost warrant must be documented on the CSF1 form and written in the first person by the payee or legal owner of the warrant and <u>not</u> by the CLCM. Both the payee and the CLCM must sign the CSF1. Forward the completed CSF1 to HHSA Warrant Control at mail stop W403; Reauthorize the payment authorization, if applicable, after receiving notification of the stop payment and/or cancellation from the HHSA Warrant Control. 	Program	Aid Code	SSN	Effective Month	Payment Type	Issuance Type	Issuance Status	Status Date	CalWORKs	30		05/2008	Supplem	EBT	Issued	04/30/2008	Cal-Learn			05/2008	Transpor	Warrant	Cashed	04/25/2008
Program	Aid Code	SSN	Effective Month	Payment Type	Issuance Type	Issuance Status	Status Date																		
CalWORKs	30		05/2008	Supplem	EBT	Issued	04/30/2008																		
Cal-Learn			05/2008	Transpor	Warrant	Cashed	04/25/2008																		
County CL Account Clerk	Serves as a liaison between HHSA Warrant Control and the CLCM, as necessary.																								

15-000.E.17 Returned Warrants

HHSA Fiscal Division receives all warrants returned by the U.S. Postal System. If a warrant is returned to HHSA, the following actions must be completed:

Responsibility	Action
CLCM	<ol style="list-style-type: none"> Completes form 08-40, indicating the type of action to be taken regarding the returned warrant. Sends the completed form 08-40 to HHSA Warrant Control and a copy to the County CL Account Clerk.
County CL Account Clerk	<ol style="list-style-type: none"> Receives completed form 08-40 from the CLCM for record retention; Serve as a liaison between HHSA Warrant Control and the CLCM, as necessary.

15-000.E.18 Forgery

A forged warrant is one that has been endorsed by someone other than the legal payee. If the warrant has been cashed and the CL participant or parent claims not to have cashed it, the provider's payment clerk and the CLCM are required to follow Forgery procedures.

After a warrant inquiry confirms that the warrant has been cashed and the CL participant or parent claims not to have cashed it, the County CL Account Clerk is contacted. The County CL Account Clerk will request that Warrant Control send the Forgery Packet directly to the CLCM.

Upon receipt of the photocopy of the warrant and the Forgery Packet, the CLCM will:

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Step	Action						
1.	<p>Schedule an appointment with the CL participant or parent.</p> <p>Note: If the CL participant or parent fails to appear for the interview, the Forgery Packet will be kept for 5 work days, and a “no show” entered in the “Comments” section of the cover sheet if the CL participant or parent does not contact the CLCM.</p> <p>The CLCM will then copy the cover sheet for the case file and mail the entire Forgery Packet to HHSA Warrant Control at Mail Stop W403.</p>						
2.	<p>Compare the endorsement photocopy of the warrant to the payee’s signature, at time of appointment, and:</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #d9e1f2;">If...</th> <th style="background-color: #d9e1f2;">Then...</th> </tr> </thead> <tbody> <tr> <td>It appears that a forgery has occurred</td> <td>obtain a writing sample of the payee’s handwriting, using the sample form within the Forgery Packet.</td> </tr> <tr> <td>The signature appears to be the same</td> <td>suggest that the CL participant or parent reconsider the claim of the forgery.</td> </tr> </tbody> </table>	If...	Then...	It appears that a forgery has occurred	obtain a writing sample of the payee’s handwriting, using the sample form within the Forgery Packet.	The signature appears to be the same	suggest that the CL participant or parent reconsider the claim of the forgery.
If...	Then...						
It appears that a forgery has occurred	obtain a writing sample of the payee’s handwriting, using the sample form within the Forgery Packet.						
The signature appears to be the same	suggest that the CL participant or parent reconsider the claim of the forgery.						
3.	Obtain the CL participant or parent declaration that the signature is a forgery.						
4.	Assist the CL participant or parent to complete the Forgery Packet.						
5.	Return the Forgery Packet and the writing sample to HHSA Warrant Control at W403.						
6.	Retain a copy of the Client Information Form with the payee’s signature in the case file and give a photocopy to the client.						
7.	<p>Advise the CL participant or parent that:</p> <ul style="list-style-type: none"> • His/her claim may be forwarded to the Crime Lab for further analysis. • His/her claim may be forwarded for collection of overpayments and possible referral to the District Attorney’s office for prosecution as penalties if it is later determined that the warrant was not forged. • Any future claims of forgery will be referred to the DA - Public Assistance Fraud Division and Crime Lab before any replacement warrant is issued (approximately a three-month procedure). 						
8.	Receive contact from HHSA Warrant Control with the investigation results.						
9.	Resubmit the warrant issuance process. *						

* If the CL participant or parent has made any previous claims of forgery, including claims which the CL participant or parent withdrew from or failed to attend an interview for, a replacement warrant will not be issued until the Forgery Packet has been investigated and approved by the HHSA Warrant Control Unit.

Procedure:
15-000.F.1

References:
 WIC Section 11323.2
 Assembly Bill (AB) 480 (Chapter 690, Statutes of 2017)
 Senate Bill (SB) 282
 All County Letter (ACL) No. 18-38
 MPP 42-717, 42-750, 42-750.11, 16-325.313 (a), 42-711.64 (a), 42-762 to 42-764 and 42-765

Sunset Date:

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This policy will be reviewed for continuance by 05/31/2021

Approval for Release:



Rick Wanne, Director
Eligibility Operations